

Set	Items	Description
S1	1	AU=(THRASH J? OR THRASH, J?)
S2	3702864	AD OR ADS OR ADVERT?
S3	6705	VXML OR VOICE() (PORTAL? ? OR BROWSER? ? OR EXTENSIBLE OR X- ML)
	943189	AUDIO OR TEXT(3N)SPEECH OR (VOICE OR SPEECH)(3N)RECOGNI?
S5	3333488	CONTENT? ? OR DOCUMENT?
S6	9581045	WEB? OR SERVER? ? OR INTERNET OR WIRELESS OR WIRE()LESS OR TELEPHONE? ? OR PHONE? ? OR CELLPHONE? ?
S7	200	S2(25N)S3
S8	1872	S3(25N)S4
S9	1250	S8(25N)S6
S10	39	S9(30N)S2
S11	196	S7 AND (S4 OR S5 OR S6)
S12	201	S10 OR S11
S13	131	S12 NOT PY>2000
S14	80	S13 NOT PD=20000810:20041202
S15	39	RD (unique items)

? show file

File 88:Gale Group Business A.R.T.S. 1976-2004/Nov 30  
(c) 2004 The Gale Group

File 369:New Scientist 1994-2004/Nov W3  
(c) 2004 Reed Business Information Ltd.

File 160:Gale Group PROMT(R) 1972-1989  
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File 635:Business Dateline(R) 1985-2004/Dec 01  
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File 15:ABI/Inform(R) 1971-2004/Dec 01  
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File 16:Gale Group PROMT(R) 1990-2004/Dec 02  
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File 9:Business & Industry(R) Jul/1994-2004/Dec 01  
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File 13:BAMP 2004/Nov W2  
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File 647:CMP Computer Fulltext 1988-2004/Nov W3  
(c) 2004 CMP Media, LLC

File 98:General Sci Abs/Full-Text 1984-2004/Sep  
(c) 2004 The HW Wilson Co.

File 148:Gale Group Trade & Industry DB 1976-2004/Dec 02  
(c)2004 The Gale Group

File 634:San Jose Mercury Jun 1985-2004/Dec 01  
(c) 2004 San Jose Mercury News

File 275:Gale Group Computer DB(TM) 1983-2004/Dec 02  
(c) 2004 The Gale Group

15/3,K/1 (Item 1 from file: 88)  
DIALOG(R)File 88:Gale Group Business A.R.T.S.  
(c) 2004 The Gale Group. All rts. reserv.

05448572 SUPPLIER NUMBER: 62858842  
**Operator! Get me the Web . . . and a hot pizza. (Brief Article)**  
Perry, Joellen  
U.S. News & World Report, 128, 25, 71  
June 26, 2000  
DOCUMENT TYPE: Brief Article ISSN: 0041-5537 LANGUAGE: English  
RECORD TYPE: Fulltext  
WORD COUNT: 627 LINE COUNT: 00052

**Operator! Get me the Web . . . and a hot pizza. (Brief Article)**

TEXT:

Nearly every day, Louise Valente, 36, calls the **Internet** for a quick chat. From a park near her Palo Alto, Calif., home where she...

...her two young sons to play, Valente barks commands like "News" or "Weather" into her **cellphone**. And the **phone**, using a service provided by Tellme Networks, culls the data from the **Web** and then reads it back to her. In April, Valente dialed Tellme's toll-free...

The plain old **telephone**, without high-tech parts or extra wiring, is making a comeback. But it returns as the **Web**'s handmaiden. Recently, some 20 voice portals have been launched, giving users voice-activated access to the **Internet** from **wireless**, land-line, and even pay **phones**. Most--including Tellme, BeVocal, and Quack.com--offer instant-gratification data like traffic reports, stock...

...TelSurf Networks, coming to the public this fall, will read you your E-mail. Most **voice portal** services are free; they reap revenue from **ads** that play before listeners get the information they want. Others, like the soon-to-launch Talk2.com, are partnering with **wireless** companies, which offer the extra services to enhance their **cellphone** packages.

The potential payoff for capturing users' ears is huge. While nearly 40 percent of U.S. households have **Internet** access, 96 percent have **phones**, according to Wilkofsky Gruen Associates, a New York consulting firm. And by 2004, 1.32 billion people worldwide will be able to get online using a **wireless phone**, according to research firm International Data Corp. "Over time, we'll retrieve information more with our voices than with our PCs," observes Mark Plakias, vice president of voice and **wireless** commerce at the Kelsey Group, a research firm in Princeton, N.J.

Picky portals. The...  
...choose "pizza" from a list of cuisines that includes Chinese, German, and Thai. Using a **Web**-based restaurant database, Tellme can even retrieve eateries that don't have **Web** pages of their own. The service found all six pizza parlors near Doylestown, Pa., my...

...I said "connect," it automatically dialed Villa Capri, my favorite.

The services also can unearth **Web** data that would otherwise be inaccessible. By using BeVocal's airline service, for instance, I...

...DESCRIPTORS: **Internet** service providers  
NAICS CODES: 33421 **Telephone** Apparatus Manufacturing

15/3,K/2 (Item 1 from file: 635)  
DIALOG(R)File 635:Business Dateline(R)  
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2063526 52953471

**Tellme brings together former adversaries**

Rodriguez, Karen

Business Journal v17n53 p1

Apr 14, 2000

WORD COUNT: 771

DATELINE: San Jose California

**TEXT:**

The **Internet** has created some strange bedfellows. Once fierce foes in the **Internet** browser wars, former managers of Netscape Communications Inc. and Microsoft Corp. have teamed on a...

...to gain wide customer reach.

The venture---called Tellme Networks---marries the ubiquity of the **telephone** with the low-cost efficiency of the **Internet**. It was so attractive it drew seed funding and

...and a Microsoft executive, Brad Silverberg. These heavyweights went head to head in developing an **Internet** strategy to compete and ultimately win in the competitive **Internet** browser wars. But now they've aligned and plan to help lead Mountain View-based...

...fairly simple: To draw masses to its toll-free service that lets people use the **telephone** to

retrieve information on restaurants, airlines, news, traffic, weather conditions and stock quotes posted on the **Internet**.

"We can put a man on the moon but I still can't get my...

...A growing field

The move comes as numerous companies are introducing services that combine the **phone** with the **Web** for customers who aren't pinned to their PC.

This new **voice portal** market is estimated to reach \$11 billion in revenue by 2005, based on revenue from **advertising**, financial transactions, technology and services, according to market research firm. Kelsey Group in Princeton, N...  
...adopting the success of Yahoo Inc.

Tellme differentiates itself by its heavy interest in using **wireless** devices and networks for its voice and **Internet** services. Board member Mr. Silverberg, who left Microsoft last year to help found the highprofile investment firm Ignition Inc., will use Tellme as a staple company for its **wireless Internet** focus.

Mr. Barksdale also has a background in **wireless**.

Before joining Netscape, he had been CEO of McCaw, a cellular network service that was...

...directing customers to specific businesses such as equipment manufacturers, and offering value-add services for **Internet** firms such as eTrade Group Inc., said Quincy Smith, a partner with the Barksdale Group...

...year-old's second startup, while he was snowboarding and wanted to use his cell **phone** to check stock quotes and catch updates on the Microsoft antitrust trial.

Meanwhile, he was...  
...Microsoft, who often flew to Washington to testify for the software giant. Mr. Partovi's **Internet Explorer** team at Microsoft and Mr. McCue's Netscape Communicator team locked horns in the...

...DESCRIPTORS: Computer **telephone** integration

15/3,K/3 (Item 2 from file: 635)  
DIALOG(R)File 635:Business Dateline(R)  
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2028966 48076567

**ATLANTA TECH: BellSouth's free phone service mimics Net**  
Kanell, Michael E  
Atlanta Constitution pD; 1  
Jan 19, 2000  
WORD COUNT: 481

**ATLANTA TECH: BellSouth's free phone service mimics Net**

TEXT:

...restaurant information, all for free.

"Info By Voice," a local call in metro Atlanta, uses **speech - recognition** technology to make the same Yellow Pages listings that are accessible via the **Internet** available by **phone** --- without the need to punch the keypad. The service is intended to take advantage of...

...can get that, too," said BellSouth spokeswoman Layla Silva.

"We are getting people to our **Internet** information, but they are getting it by **phone**."

For example, the service includes roughly 8,000 restaurant listings in metro Atlanta. A caller...

...partner in 511 until Dec. 31.

BellSouth sees "Info By Voice" as part of its **Internet** business. It will generate some revenue from businesses that pay extra to have more information...

...about themselves but, more importantly, callers will be counted as visitors, Silva said.

"On the **Internet**, traffic is king, and we are creating 'hits' through our **voice portal**. If you generate traffic, you can increase your **ad** rates for online service."

The speech technology used in the service comes from Boston-based...

15/3,K/4 (Item 1 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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07598649 Supplier Number: 63606931 (USE FORMAT 7 FOR FULLTEXT)  
**Listen Up! Hear E-Mail and Web Information by Phone .(voice  
portals)(Company Business and Marketing)**  
Lockey, Mick  
PC World, v18, n8, p54  
August, 2000  
Language: English Record Type: Fulltext Abstract  
Document Type: Magazine/Journal; General Trade  
Word Count: 727

(USE FORMAT 7 FOR FULLTEXT)  
**Listen Up! Hear E-Mail and Web Information by Phone .(voice  
portals)(Company Business and Marketing)**

ABSTRACT:

...usually. Voice portals are a new type of service that allow users to use a **phone** and a voice to retrieve online information. Of the three services tested, Quack.com is...

...less voice interactive than Quack.com. The trial version of Tellme showed more trouble with **speech recognition** than the others.

...  
TEXT:

...your PC. With a new type of service called voice portals, you can use a **phone** and your voice to retrieve up-to-date traffic and weather reports, financial news, stock...

...The services may appeal to business travelers and people who already depend heavily on cell **phones** for convenience.

You have little to lose by trying **voice portals**, since they are free. (The companies make their money by playing short, unobtrusive **ads**.) The business idea has promise, says International Data Corporation analyst Dana Thorat, who predicts that...

...of Tellme--to see how they measure up. My verdict: The services work--usually. When **speech recognition** errors intrude (and some of those mistakes can be gross), it's frustrating. Due to the limits of cell **phone** coverage, your call sometimes ends unexpectedly. And of course, voice portals can't give you the breadth of the **Web**: Instead of surfing, you're choosing from the bits of data that the companies choose...

...information in six basic categories: stocks, weather, traffic, sports, movies, and restaurants. Registration at the **Web** site is simple; you can also sign up for information specific to your locale. For...

...conditions in a particular city where you'll be traveling. When you're on the **phone** with Quack.com, it expands searches as you answer questions posed by an amiable automated host.

But not everything is just ducky. Today's **voice recognition** technology gets you only so far. When I tried the traffic feature in and around...

...use its email, weather, and business news capabilities, all configured on a personalized My Shoutmail **Web** page. Shoutmail is less voice interactive than Quack.com; instead, you mostly scroll through menus and select information with the **phone**'s keypad. That means you won't be repeating phrases over and over-but it...

...allows you to retrieve messages from your personal or office e-mail account using any **phone**, including a **Web**-enabled cell **phone**. (You can also set up an e-mail account with Shoutmail.) E-mail delivery worked well

...

...you to its reservation number. This worked flawlessly each time I tried it. Tellme's **Phone** Booth feature grants you free 2-minute **phone** calls from your cellular or regular **phone**. That's a nice money-saver for quick cell **phone** calls.

I tested a trial version of Tellme; the final version is expected to launch by late July or early August. Overall, it had more trouble with **speech recognition** than the other portals did. For instance, it took me a few redials to access...

...rarely understood my words, or it misinterpreted them altogether. However, keep in mind that its **speech recognition** may improve with the final version. According to a Tellme representative, future versions will work...

15/3,K/5 (Item 2 from file: 16)

DIALOG(R) File 16:Gale Group PROMT(R)

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07576374 Supplier Number: 63504047 (USE FORMAT 7 FOR FULLTEXT)

**PR Newswire High Technology Summary (Part 1) Monday, July 17, 2000.**

PR Newswire, pNA

July 17, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 4156

... 02:00 r f bc-QXL.com-Coca-Cola

(LONDON) Coca-Cola & QXL.com Bring **Internet** Auctions to Millions

LNM002 07/17/2000 03:00 r f bc-IPTC-Launches-NewsML...

...bc-CA-Kanakaris-WEAR(TM)

(HOLLYWOOD) World Responds to WEAR(TM) Association Formation as Kanakaris

**Wireless** Steps Up Plans for Movie, Music and Book Wear **Content**

CGM013 07/17/2000 05:00 r f bc-NY-aluminum.com-VP's

(NEW...

...DAM025 07/17/2000 05:00 r f bc-TX-iVG-traded-on-OTC

(HOUSTON) **Internet** Venture Group Started Trading July 14th

LAM062 07/17/2000 05:00 r f bc...

...05:30 r f bc-WA-InfoSpace-Unicom

(BELLEVUE) Unicom Media Selects InfoSpace to Provide **Wireless** and Wireline Infrastructure Services for the Chinese Market

HSRSTR02 07/17/2000 05:32 r...

...07/17/2000 05:36 r f bc-Agency-Roster-NEC

(WESTLAKE VILLAGE) NEC Systems **Internet** Business Solutions Selects MS&L

Global Technology For Full-Scale Public Relations Campaign

HSRSTR07 07...

...r f bc-CA-Mercury-VitaminShp

(SUNNYVALE) VitaminShoppe.com Utilizes Mercury Interactive Tools for Healthy **Web** Site

SFM084 07/17/2000 06:00 r f bc-WA-RealNetworks-MPLAY

(SUNNYVALE) RealNetworks...

"Information in Motion" to Motorists  
HSM031 07/17/2000 08:29 r f...

...bc-NY-Kliks.com-agrees.  
(NEW YORK) Ambient's Affiliate Kliks.com Signs Exclusive Screen  
**Phone** Distribution Agreement with CPS Europe  
CGM004 07/17/2000 08:30 r f bc-IL...

...Efficient Networks Invites You to Join Its Q4 (Fiscal  
2000) Earnings Conference Call on the **Web**  
DAM007 07/17/2000 08:30 r f bc-TX-HI-Tyler-Technlgs  
(DALLAS) Tyler...

15/3,K/6 (Item 3 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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07575617 Supplier Number: 63494191 (USE FORMAT 7 FOR FULLTEXT)  
**BeVocal Launches Advertising Campaign for Free Consumer Voice Portal  
Service.**  
PR Newswire, p9706  
July 17, 2000  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 766

**BeVocal Launches Advertising Campaign for Free Consumer Voice Portal  
Service.**

... a consumer voice portal pioneer that aims to make the widest  
variety of voice-enabled **content**, commerce, communications and customer  
service applications accessible from any **phone**, today launched its first  
advertising campaign, to appear in San Francisco, Detroit and Dallas.  
Innovative **ads** featuring BeVocal's theme of "The Answer is in Your **Phone**  
(TM)" introduce consumers to BeVocal's free consumer **voice portal**  
service. As detailed in a separate announcement also issued today, BeVocal  
has now made its...

...Detroit, Dallas are among the highest ranking metros in the U.S. in  
terms of **wireless phone** penetration, **Internet** use, and online  
purchases. BeVocal focused its campaign on these three regions based on the  
...

...demand there. The San Francisco Bay Area is the nexus of the global  
telecommunications and **Internet** industries and is the home market of  
BeVocal. Detroit is the headquarters of the American...

...value in being able to access BeVocal's driving directions and other  
services from any **phone**, simply by speaking."

BeVocal's Consumer Services

On June 13, 2000, BeVocal introduced its free...

...integrating valuable location-specific services under a single,  
convenient, toll-free number, accessible from any **phone**, **wireless** or  
landline. The BeVocal services currently available are just the first of  
many that the...

...a consumer voice portal pioneer that aims to make the widest variety of  
voice-enabled **content**, commerce, communications and customer service  
applications accessible from any **phone**, simply by speaking. By dialing

800-4BVOCAL (800-428-6225), callers nationwide can immediately access...

15/3,K/7 (Item 4 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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07530321 Supplier Number: 62902482 (USE FORMAT 7 FOR FULLTEXT)  
**BeVocal launches voice portal.(Company Business and Marketing)**  
Spring, Tom  
Network World, pNA  
June 19, 2000  
Language: English Record Type: Fulltext  
Document Type: Tabloid; Trade  
Word Count: 504

(USE FORMAT 7 FOR FULLTEXT)  
TEXT:

The **Web** is getting louder, with another voice joining the growing chorus of sites you can surf by **telephone** . </p>

BeVocal launched a service this week that connects you by **phone** to real-time stock quotes, local weather, traffic reports, airline information, and point-to-point directions. It is the latest company to join the verbal **Web** fray. Each service provider does it differently, but essentially all mix **speech recognition** technology, prerecorded **voice** responses, and **text -to- speech** technology to find and dispense information without human help. </p>

BeVocal is one of the...  
...2005, according to Mark Plakias, a vice president of the market research firm Kelsey Group. **Voice** portals make money on transaction fees, **advertising** , and hosting third-party **voice portals** . </p>

The primary goal of such services is to give cellular **phone** users access to real-time information with minimal hassle. But voice portals can also be an easy-to-use tool for anyone who wants access to **Internet content** . </p>

Be Vocal With BeVocal

The BeVocal service costs nothing. To access it, you call...

...work well, it's magic. When they don't, it is the equivalent of the **Internet** 's worldwide wait," Plakias says. </p>

During an informal review, the service **recognized** my **voice** without any training about 90 percent of the time. Time delays between requests and answers...

15/3,K/8 (Item 5 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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07488622 Supplier Number: 62872156 (USE FORMAT 7 FOR FULLTEXT)  
**Upside's Digital Living Room Recognizes BeVocal With Best of Show Award.**  
PR Newswire, p5408  
June 22, 2000  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 700

... a consumer voice portal pioneer that aims to make the widest variety of voice-enabled **content** , commerce, communications and customer service applications accessible from any **phone** , today announced that it



was awarded "Best of Show" in the voice products and services...

...the first voice portal company to deliver personalized information and services to consumers via WAP ( **Wireless** Access Protocol) **phones** . The company, which already gives consumers the option of receiving information via voice or email, is the only voice portal to also deliver **content** via WAP-enabled devices, with support for fax and text paging to be made available...

...people to call up, ask for driving directions, and have them conveniently displayed on their **wireless Web phone** . We're thrilled that BeVocal has once again been recognized and selected as a winner...

...a consumer V-services pioneer that aims to make the widest variety of voice-enabled **content** , commerce, communications and customer service applications accessible from any **phone** , simply by speaking. Millions of callers can dial BeVocal's nationwide toll-free number, 800...

...that allows third-party developers and companies to rapidly build and deploy their own consumer **voice portal** services. BeVocal's comprehensive hosting infrastructure facilitates voice-commerce transactions, service personalization, location-specific targeted **advertising** , secure voiceprint verification, and information delivery via voice, WAP, fax, email, and text paging. BeVocal...

15/3,K/9 (Item 6 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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07471312 Supplier Number: 62813373 (USE FORMAT 7 FOR FULLTEXT)

**BeVocal First Voice Portal to Introduce WAP Services; Consumers Can Now Receive Personalized Driving Directions and Other Services on WAP-Enabled Phones .**

Business Wire, p2967

June 19, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 581

**...WAP Services; Consumers Can Now Receive Personalized Driving Directions and Other Services on WAP-Enabled Phones .**

... a consumer voice portal pioneer that aims to make the widest variety of voice-enabled **content** , commerce, communications and customer service applications accessible from any **phone** , today announced that it can now deliver personalized information and services to consumers via WAP ( **Wireless** Access Protocol) **phones** .

BeVocal, which already gives consumers the option of receiving information via voice or email, is the only voice portal to also deliver **content** via WAP-enabled devices, with support for fax and text paging to be made available...

...it delivered. For example, callers can ask for driving directions, connect to BeVocal's WAP **server** at [www.bevocal.com](http://www.bevocal.com), and then read the turn-by-turn directions on their WAP **phone** . BeVocal will preview this new capability at Upside Events' Digital Living Room, an exclusive conference ...

...a consumer V-services pioneer that aims to make the widest variety of voice-enabled **content** , commerce, communications and customer service applications accessible from any **phone** , simply by speaking. Millions of

callers can dial BeVocal's nationwide toll-free number, 1...

...that allows third-party developers and companies to rapidly build and deploy their own consumer **voice portal** services. BeVocal's comprehensive hosting infrastructure facilitates voice-commerce transactions, service personalization, location-specific targeted **advertising**, secure voiceprint verification, and information delivery via voice, WAP, fax, email, and text paging. BeVocal...

15/3,K/10 (Item 7 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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07456121 Supplier Number: 62699534 (USE FORMAT 7 FOR FULLTEXT)  
**BeVocal Launches Free Consumer Voice Portal Available From Any Phone .**  
PR Newswire, pNA  
June 13, 2000  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 843

**BeVocal Launches Free Consumer Voice Portal Available From Any Phone .**  
... a consumer voice portal pioneer that aims to make the widest variety of voice-enabled **content**, commerce, communications and customer service applications accessible from any **phone**, today announced the availability of its free services for consumers. By dialing 800-4-BVOCAL...

...also access weather, traffic and stock information through BeVocal's toll-free number. With one **phone** call, travelers can learn of flight cancellations or delays, receive traffic updates for the trip...

...their location or destination, BeVocal is the only consumer voice portal that can also deliver **content** via voice or email, with support for WAP, fax and text paging to be offered later this summer.

Mark Plakias, Vice President of Voice & **Wireless** Commerce at The Kelsey Group, stated, "This is a widely-anticipated event in the evolution ...

...the lives of busy people. Callers can access BeVocal's toll-free number through any **telephone** -- mobile or landline -- without needing to purchase additional equipment, computer devices or software. Using BeVocal ...

...to introduce. BeVocal will continue to expand its services and enable consumers to access useful **content**, conduct transactions, instantly communicate, and obtain customer service -- all via the **telephone**.

BeVocal's offering includes:

-- Travel Information -- up-to-the-minute flight schedules across all major...

...to creating the most advanced location-relevant speech application ever deployed, BeVocal has combined the **telephone** and **voice recognition** technology to bring a wide and growing range of valuable services directly to consumers on...

...transaction fees and hosting fees for supporting these services. Businesses that want to have their **content** or services voice-enabled can contact BeVocal at info@bevocal.com.

About BeVocal, Inc.

Based...

...a consumer V-services pioneer that aims to make the widest variety of voice-enabled **content**, commerce, communications and customer service applications accessible from any **phone**, simply by speaking. Millions of callers can dial BeVocal's nationwide toll-free number and...

...that allows third-party developers and companies to rapidly build and deploy their own consumer **voice portal** services. BeVocal's comprehensive hosting infrastructure facilitates voice-commerce transactions, service personalization, location-specific targeted **advertising**, secure voiceprint verification, and information delivery via voice, WAP, fax, email, and text paging. BeVocal...

15/3/K/11 (Item 8 from file: 16)  
DIALOG(R) File 16:Gale Group PROMT(R)  
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07446511 Supplier Number: 62389291 (USE FORMAT 7 FOR FULLTEXT)  
**Lycos to Launch the Voice-Accessed Internet ; Quack.com Provides Infrastructure and Support for New Voice Portal. (Company Business and Marketing)**  
Cambridge Telecom Report, pNA  
May 29, 2000  
Language: English Record Type: Fulltext  
Document Type: Newsletter; Trade  
Word Count: 875

(USE FORMAT 7 FOR FULLTEXT)  
**Lycos to Launch the Voice-Accessed Internet ; Quack.com Provides Infrastructure and Support for New Voice Portal. (Company Business and Marketing)**

TEXT:

Lycos, Inc. (NASDAQ:LCOS), the **Internet**'s leading multibrand network, and Quack.com, a pioneer in voice-based delivery of **Web content**, announced an agreement to launch the first voice-accessed destination that delivers the **content** and services of a major **Internet** portal. The new voice portal will provide **telephone** users anywhere with free access to **Web content** and services simply by dialing a toll free number and speaking. Users will be able...

...prices, weather, movie listings and most everything else they have come to rely on the **Web** for - all from a **phone**, regardless of whether a home **phone**, cellular **phone**, or pay **phone**.

The new service will be powered by Quack.com's voice-to- **Internet** technology that guides users to information from the Lycos Network of **Web** sites. Users will have the option to develop a customized **Web** profile using the My Lycos personalization platform, so that they can more rapidly access the...

...for 3rd quarter, 2000.

"This new voice portal will revolutionize access to all the great **content** of the Lycos Network and from across the **Web** - anytime anywhere," said Ron Sege, executive vice president of Lycos. "With Quack.com's industry-leading technology, and Lycos **content**, together we'll allow anyone to "Go get it" from wherever they are."

The new Lycos voice portal has the added benefit of bringing the **Web** to many groups which have had very limited access to it until now. The new ...

...digital divide" which many cite as preventing those who cannot afford computers from accessing the **Web**. Sight-impaired **Web** users can also benefit from the **audio**-based navigation services, eliminating the need for expensive dedicated visual-to-**audio** translation equipment.

"We are excited that Quack's patent-pending voice-to-**Web** technology will enable Lycos to provide millions of users with fast, easy access to the **Web** from any **phone**," said Alex Quilici, president and co-founder of Quack.com. "Our ability to quickly deploy voice-accessible services based on **Web** information ensures that companies like Lycos can continually add new features and services to their **voice portals**."

**Advertisers** and e-commerce vendors will be able to use the new Lycos **voice portal** to deliver extremely targeted messages that are directly related to the information users are seeking...

...information services will be a key factor in the growth of the next generation of **Internet** offerings, and Lycos has taken the lead in this space," said Jason Pavona, director of **wireless** and personalization for Lycos. "Our market research has conclusively shown that voice access is one of the new features that our users find most relevant to their **Internet** use, and we plan to offer best of breed service."

Founded in 1995, Lycos, Inc. is a leading **Web** media company and owner of the Lycos Network, one of the most visited hubs on the **Internet** reaching nearly one out of every two U.S. **Web** users. The Lycos Network is a unified set of **Web** sites, attracting a diverse audience by offering a variety of services, including leading **Web** search and navigation resources; **Web** community and communications services including free homepage building, free **Web**-based e-mail, clubs, chat, instant messaging; a personalized My Lycos start page; a comprehensive shopping center featuring more than 2,400 merchants; and an assortment of compelling **content** such as games, music, news, fun and educational information and activities for kids as well...

...Gamesville and Lycos Zone. Headquartered near Boston in Waltham, Mass., Lycos, Inc. is a global **Internet** leader with a major presence throughout the U.S., Europe, Asia and Latin America.

On...

...into a definitive agreement with Terra Networks, S.A. (MC:TRR; NASDAQ:TRRA), a global **Internet** company and the leading provider of **Internet** access and interactive **content** and services to the Spanish- and Portuguese-speaking world, under which Terra will acquire Lycos...

...approval.

Quack.com, Inc. is a privately-held company based in Sunnyvale, California that uses **speech recognition** technology to provide quick ubiquitous access to consumer knowledge. Quack.com has developed patent-pending technology which can quickly speech-enable **Web** sites and **Internet** information making **content** available anywhere there is a **phone**. Quack.com provides turn-key solutions to businesses looking to extend the reach of their **Web**-based **content**. The free Quack voice portal service can be accessed nationally by dialing 800-73QUACK (800-737-8225). For more information, visit <http://www.quack.com> on the **Internet**.

15/3,K/12 (Item 9 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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07437591 Supplier Number: 62503028 (USE FORMAT 7 FOR FULLTEXT)

**Keyboard becoming passe interface -- Voice recognition targets appliances. (Technology Information)**

Gwennap, Linley

Electronic Engineering Times, p75

June 5, 2000

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 1487

**Keyboard becoming passe interface -- Voice recognition targets appliances. (Technology Information)**

... transition to voice is the relentless increase in computing power available even in inexpensive devices. **Voice recognition** no longer requires a high-end PC with gobs of memory and a hard drive...

...who don't want to deal with the complexities associated with PCs for services like **Internet** access.

Current **voice - recognition** systems excel at command and control. In these applications, the device accepts a limited number...

...only a few words to distinguish, recognition can be very accurate, even in noisy environments.

**Voice recognition** has improved significantly during the past few years, due to a growing research effort as...

...fact, many systems are now speaker independent and require no training at all.

These systems **recognize speech** patterns, although they still have trouble with heavily accented speech. For example, MIT's Spoken...

...a system called Jupiter ([www.sls.lcs.mit.edu/jupiter](http://www.sls.lcs.mit.edu/jupiter)) that provides weather information by **telephone**. The automated system uses a speaker-independent speech engine to process a request like "What...

...code to reduce CPU or memory usage.

This type of application has many advantages for **voice recognition**. The limited context domain keeps the vocabulary to a manageable level. More important, it allows...

...request clarification.

This type of technology is being commercialized in an effort to turn the **phone** into the world's most widely installed information appliance. Motorola Inc. (Phoenix) is **advertising** "Mya, the 24-hour talking **Internet** ." And Tellme Networks Inc. (Mountain View, Calif.) and other startups are racing to deploy **voice portals** to the **Web**.

Although the business models for the new **phone**-based services remain unproved, their voice technology is adequate today and will improve over time. These services run the voice interface on a remote **server**, taking advantage of the **telephone**'s ability to make a voice connection. But there are many opportunities for voice interfaces...

...Lernout & Hauspie, which recently purchased Dragon Systems Inc. (Burlington, Mass.), is a leading supplier of **voice - recognition** software. The company's headquarters is Ieper, Belgium, the crossroads of Europe, where most citizens...

...sound like much, but it's plenty for many applications: programming the microwave, dialing the **phone**, even sending a fax. For more complex devices, L&H offers a midrange speech engine...

...by saying the name of the show she wishes to record, or ask a digital

**audio** system to play songs by naming a particular artist. This engine has its limitations, though...

...but not for e-mail messages or other arbitrary chunks of text.

In a true **Internet** appliance, users might have to spell out many URLs and words that are not in...mistakes, improving their accuracy over time. Accuracy will also increase as faster processors become available. **Voice recognition** is a real-time process, so faster CPUs are needed to do more intelligent processing...

...000-word vocabulary could handle all commands plus many common words, names and URLs. A **Web** pad typically will have a faster processor and more memory, so it could deploy a...

...car is one of the first areas that will benefit from voice input. As cell **phones**, navigation systems and **Internet** access move into the cockpit, it is important for drivers to keep their hands on...

15/3,K/13 (Item 10 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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07434801 Supplier Number: 62525662 (USE FORMAT 7 FOR FULLTEXT)

**Users speak, and the Web listens.(Product Announcement)**

Du Bois, Grant

eWeek, p27

June 5, 2000

Language: English Record Type: Fulltext

Article Type: Product Announcement

Document Type: Magazine/Journal; Trade

Word Count: 339

... that the company's business model is based on transactions and hosting fees, not on **advertising**.

Users may preregister for BeVocal's service at [www.bevocal.com](http://www.bevocal.com).

On the back end, Nuance Communications Inc. plans to ship later this month an upgraded version of its **speech recognition** and **voice** authentication software.

Nuance 7.0 **speech recognition** software now provides mobile **wireless** access to **voice portals** and a 35 percent improvement in accuracy when using a headset or microphone, said officials...

15/3,K/14 (Item 11 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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07426680 Supplier Number: 62439162 (USE FORMAT 7 FOR FULLTEXT)

**BeVocal Previews Consumer Voice Portal Service at Vortex 2000 Conference.**

PR Newswire, pNA

May 22, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 848

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

Free **Phone** Service Provides Simple, Instant Voice Access to Driving  
... a consumer V-services pioneer that aims to make the widest variety of voice-enabled **content**, commerce, communications and customer service

applications accessible from any **phone** , today previewed at the Vortex 2000 Conference a core offering of applications - including unique location ...

...also issued today, BeVocal announced a strategic partnership with MapQuest.com (Nasdaq: MQST), whose NT **Server** business-to-business solution will power the driving directions service on BeVocal's consumer voice...

...2000. Interested parties are invited to pre-register for the service by visiting the BeVocal **Web** site at www.bevocal.com.

Service Offering

BeVocal's services are designed for the lifestyles...

...information via voice, WAP, fax, email, and text paging.

Mark Plakias, Vice President of Voice & **Wireless** Commerce at The Kelsey Group, stated, "Two critical elements of a truly useful voice portal ...

...com). Produced by technology pundit Bob Metcalfe, Vortex is focused on the convergence of the **Internet** , **telephone** , and television networking industries.

Said Jim Forbes, executive producer of DEMO at Vortex, "We looked...

...open platform also gives them an important technological edge that can be used to provide **Web** sites with speech-enabled applications."

IDG announced a highly select group of 17 demonstrators at...

...Shipley and Jim Forbes plan to showcase the hottest convergence products and services in the **Internet** , **telephone** and television networking industries. BeVocal is one of a select group of companies including AT&T Media Labs; Microsoft, Motorola, Nortel Networks, Palm, and **Phone** .com invited to demonstrate their latest technology at the conference.

Mikael Berner, BeVocal co-founder...

...to the airport and need to check your flight schedule, BeVocal is the one convenient **phone** number you can call to get the information you need immediately."

About Vortex Vortex is an executive conference that confronts business issues arising from the convergence of the **Internet** , **telephone** , and television networking industries. Vortex is by invitation only for senior industry executives, securities analysts...

...a consumer V-services pioneer that aims to make the widest variety of voice-enabled **content** , commerce, communications and customer service applications accessible from any **phone** , simply by speaking. Millions of callers can dial BeVocal's nationwide toll- free number and...

...that allows third-party developers and companies to rapidly build and deploy their own consumer **voice portal** services. BeVocal's comprehensive hosting infrastructure facilitates voice-commerce transactions, service personalization, location-specific targeted **advertising** , secure voiceprint verification, and information delivery via voice, WAP, fax, email, and text paging. BeVocal...

15/3,K/15 (Item 12 from file: 16)  
DIALOG(R) File 16:Gale Group PROMT(R)  
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07415511 Supplier Number: 62439140 (USE FORMAT 7 FOR FULLTEXT)

**BeVocal and MapQuest.com Introduce First Phone Service for Voice-Enabled Driving Directions.**

PR Newswire, pNA

May 22, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 729

**BeVocal and MapQuest.com Introduce First Phone Service for Voice-Enabled Driving Directions.**

... a consumer V-services pioneer that aims to make the widest variety of voice-enabled **content**, commerce, communications and customer service applications accessible from any **phone**, announced today that it has formed a strategic partnership with MapQuest.com, Inc. (Nasdaq: MQST), a leading provider of **wireless**, voice and online destination information. Under the terms of the agreement, MapQuest.com's NT **Server** business-to-business solution will power the driving directions service on BeVocal's consumer voice...

...any major metropolitan area in the US. Interested parties are invited to visit the BeVocal **Web** site at [www.bevocal.com](http://www.bevocal.com) and pre-register.

BeVocal also announced today that it is...

...Mulligan, Chairman and Chief Executive Officer of MapQuest.com, stated, "BeVocal's technology for using **voice** input to accurately **recognize** street names, addresses, and geographic place names makes it easy for callers to use any **phone** to obtain driving directions and other location-relevant services. We are pleased to partner with...

...brand for providing driving directions and one of the most widely used services on the **Internet**. We are excited to partner with them to be the first voice portal provider to offer consumers the convenience of point-to-point driving directions via the **telephone**. Consumers simply call BeVocal's toll-free number and then say where they are and...

...and have them hosted on BeVocal's network. Developers are invited to visit BeVocal's **Web** site at [www.bevocal.com/developers](http://www.bevocal.com/developers) and sign-up to receive additional information.

About MapQuest.com

MapQuest.com, Inc., is a leader in online, voice and **wireless** destination information solutions and digital mapping services.

Implementing a diverse strategy for distribution, MapQuest.com...

...Through these licensing agreements MapQuest.com helps businesses integrate maps and driving directions into their **Internet**, intranet, call centers, voice and **wireless** applications for improved marketing and customer service functions. MapQuest.com's diverse network of business...

...Vortex is an executive conference which confronts business issues arising from the convergence of the **Internet**, **telephone**, and television networking industries. Vortex is by invitation only for senior industry executives, securities analysts...

...a consumer V-services pioneer that aims to make the widest variety of voice-enabled **content**, commerce, communications and customer service applications accessible from any **phone**, simply by speaking. Millions of callers can dial BeVocal's nationwide toll-free number and...

...that allows third-party developers and companies to rapidly build and deploy their own consumer **voice portal** services. BeVocal's comprehensive hosting infrastructure facilitates voice-commerce



transactions, service personalization, location-specific targeted **advertising**, secure voiceprint verification, and information delivery via voice, WAP, fax, email, and text paging. BeVocal...

15/3,K/16 (Item 13 from file: 16)  
DIALOG(R) File 16:Gale Group PROMT(R)  
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07414686 Supplier Number: 62437334 (USE FORMAT 7 FOR FULLTEXT)  
**Audiopoint Hits Nationwide Consumer Usage Mark With Callers From All 50 States And 87 Percent of Nation's Area Codes.**

PR Newswire, p5779  
May 18, 2000  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 801

FAIRFAX, Va., May 18 /PRNewswire/ --

Audiopoint, America's first free voice portal to the **Web**, today announced it has received calls from users in all 50 states and has taken ...

...calls by the 4th of July and celebrate 'America's Audiopoint-of-entry to the **Web**.'

Unger offered some new insights into Audiopoint's success in the emerging voice portal market...

...also believe the friendly, personalized nature of our service and our team's experience with **telephone - speech recognition** technology - which is very different from the **Web** - helps us better anticipate consumer wants, needs and actions.

"Audiopoint and its **Web** site, myaudiopoint.com, are about providing outstanding customer service and building evolving customer relationships," said...

...calls confirms a recent report from the Kelsey Group, a leading e-commerce, voice and **Web** technology analyst firm, which stated 18 million consumers are expected to use some kind of **speech recognition** portal by 2005. The Princeton, N.J.-based company also projects **advertising** revenues on **voice portals** will reach \$5.5 billion by 2005.

"Audiopoint's first-mover advantage has demonstrated a dramatic example of **Web**-based viral marketing reaching telephony services," noted Mark Plakias, Vice President of Voice & **Wireless** Commerce at the Kelsey Group. "Having generated the same kind of loyalty and stickiness for the **wireless** medium that online users brought to the **Web**, Audiopoint has created a customer base that transcends carrier boundaries or geography."

Audiopoint incorporates powerful **speech recognition** software from SpeechWorks to give **phone** users free, on-demand access to a wide variety of **Internet**-based news and information. Audiopoint has been live since December 1999 with national **content** and local Washington, D.C., traffic and weather information. In April, local traffic services for 20 additional cities, weather forecasts for major cities worldwide and expanded **content** were added, as well as personalized profiling services at myaudiopoint.com.

Cities where local traffic...

...Petersburg. More cities are being added regularly.

How Audiopoint Works

Audiopoint is accessible from any **phone** in the United States by calling 888-38- **AUDIO** (888-382-8346). On any **telephone**, mobile or

land-based, users call the main number, ask for the menu (if they...

...horoscopes; and other customized information. Additionally, Audiopoint produces congressional news reports.

Through the myAudiopoint feature, **Web** users can pre-select and customize information on myaudiopoint.com. For example, one could program a profile to provide specific local traffic reports, stock quotes and news interests. With one **phone** call, myAudiopoint would automatically relay the latest in the customized information without having to ask...

...is a fast, free interactive service that combines the information-on-demand capabilities of the **Web** with advanced **speech recognition** technology and the convenience of the **telephone**. Launched in Washington, D.C., in December 1999, Audiopoint gives people on the go a...

15/3,K/17 (Item 14 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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07414593 Supplier Number: 62437086 (USE FORMAT 7 FOR FULLTEXT)  
**BeVocal Introduces Comprehensive Library of Speech Application Building Blocks.**

PR Newswire, pNA

May 18, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 792

... a consumer V-services pioneer that aims to make the widest variety of voice-enabled **content**, commerce, communications and customer service applications accessible from any **phone**, announced today that it is offering developers a comprehensive collection of speech application building blocks...

...was launched today.

BeVocal and Nuance are both contributing to the growth of the "Voice **Web**" by helping developers quickly prototype new speech applications. The SpeechObjects Exchange is a major part...

...improve time-to-market of new, voice-enabled systems. Interested parties can visit BeVocal's **Web** site (www.bevocal.com/developers) to register for BeVocal's Developer Program and download additional...

...international versions available in the second half of 2000.

Mark Plakias, Director of Voice and **Wireless** Commerce for The Kelsey Group, stated, "This is the largest body of speech-related intellectual...

...the developer community so far, and it incorporates some critical capabilities such as localization of **content**. For anybody expecting to compete in the speech hosting business, BeVocal has raised the bar...

...a consumer V-services pioneer that aims to make the widest variety of voice-enabled **content**, commerce, communications and customer service applications accessible from any **phone**, simply by speaking. Millions of callers can dial BeVocal's nationwide toll-free number and...

...that allows third-party developers and companies to rapidly build and deploy their own consumer **voice portal** services. BeVocal's

comprehensive hosting infrastructure facilitates voice-commerce transactions, service personalization, location-specific targeted **advertising**, secure voiceprint verification, and information delivery via voice, WAP, fax, email, and text paging. BeVocal...

15/3,K/18 (Item 15 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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07398462 Supplier Number: 62139862 (USE FORMAT 7 FOR FULLTEXT)

**Speech Works does Permission Marketing. (Product Announcement)**

Computer Telephony, v8, n5, p38

May, 2000

Language: English Record Type: Fulltext

Article Type: Product Announcement

Document Type: Magazine/Journal; Trade

Word Count: 325

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

...428-4444, www.speechworks.com) is introducing a yes/no "Speech Spot" Dialog Module of **speech recognition** that should help prove the business model for voice portals.

... asked if she's interested first. A "speech-spot," through a prompt and a simple, **speech - recognized** yes-or-no answer, turns an imposition into permission-based marketing. It saves non-interested listeners' time, and turns an indifferent ear into an already partly qualified lead for **advertisers**. It also may make the difference between a profitable and an unprofitable **voice portal** service.

By connecting to customer profile databases, companies can use Speech Spots to up-sell...

15/3,K/19 (Item 16 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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07347887 Supplier Number: 62210955 (USE FORMAT 7 FOR FULLTEXT)

**Lycos to Launch the Voice-Accessed Internet ; Quack.com Provides**

**Infrastructure and Support for New Voice Portal; Free Service to Deliver Online Content Anywhere There's a Phone .**

Business Wire, p1035

May 22, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 964

**Lycos to Launch the Voice-Accessed Internet ; Quack.com Provides**

**Infrastructure and Support for New Voice Portal; Free Service to Deliver Online Content Anywhere There's a Phone .**

WALTHAM, Mass. and Sunnyvale, Calif.--(BUSINESS WIRE)--May 22, 2000

Lycos, Inc. (NASDAQ:LCOS), the **Internet** 's leading multibrand network, and Quack.com, a pioneer in voice-based delivery of **Web content**, announced an agreement to launch the first voice-accessed destination that delivers the **content** and services of a major **Internet** portal. The new voice portal will provide **telephone** users anywhere with free access to **Web content** and services simply by dialing a toll free number and speaking. Users will be able...

...prices, weather, movie listings and most everything else they have come to rely on the **Web** for - all from a **phone** , regardless of whether a home **phone** , cellular **phone** , or pay **phone** .

The new service will be powered by Quack.com's voice-to- **Internet** technology that guides users to information from the Lycos Network of **Web** sites. Users will have the option to develop a customized **Web** profile using the My Lycos personalization platform, so that they can more rapidly access the...

...for 3rd quarter, 2000.

"This new voice portal will revolutionize access to all the great **content** of the Lycos Network and from across the **Web** - anytime anywhere," said Ron Sege, executive vice president of Lycos. "With Quack.com's industry-leading technology, and Lycos **content** , together we'll allow anyone to "Go get it" from wherever they are."

The new Lycos voice portal has the added benefit of bringing the **Web** to many groups which have had very limited access to it until now. The new ...

...digital divide" which many cite as preventing those who cannot afford computers from accessing the **Web** . Sight-impaired **Web** users can also benefit from the **audio** -based navigation services, eliminating the need for expensive dedicated visual-to- **audio** translation equipment.

"We are excited that Quack's patent-pending voice-to- **Web** technology will enable Lycos to provide millions of users with fast, easy access to the **Web** from any **phone** ," said Alex Quilici, president and co-founder of Quack.com. "Our ability to quickly deploy voice-accessible services based on **Web** information ensures that companies like Lycos can continually add new features and services to their **voice portals** ."

**Advertisers** and e-commerce vendors will be able to use the new Lycos **voice portal** to deliver extremely targeted messages that are directly related to the information users are seeking...

...information services will be a key factor in the growth of the next generation of **Internet** offerings, and Lycos has taken the lead in this space," said Jason Pavona, director of **wireless** and personalization for Lycos. "Our market research has conclusively shown that voice access is one of the new features that our users find most relevant to their **Internet** use, and we plan to offer best of breed service."

About Lycos, Inc.

Founded in 1995, Lycos, Inc. is a leading **Web** media company and owner of the Lycos Network, one of the most visited hubs on the **Internet** reaching nearly one out of every two U.S. **Web** users. The Lycos Network is a unified set of **Web** sites, attracting a diverse audience by offering a variety of services, including leading **Web** search and navigation resources; **Web** community and communications services including free homepage building, free **Web** -based e-mail, clubs, chat, instant messaging; a personalized My Lycos start page; a comprehensive shopping center featuring more than 2,400 merchants; and an assortment of compelling **content** such as games, music, news, fun and educational information and activities for kids as well...

...Gamesville and Lycos Zone. Headquartered near Boston in Waltham, Mass., Lycos, Inc. is a global **Internet** leader with a major presence throughout the U.S., Europe, Asia and Latin America.

On...

...into a definitive agreement with Terra Networks, S.A. (MC:TRR; NASDAQ:TRRA), a global **Internet** company and the leading provider of

**Internet** access and interactive **content** and services to the Spanish- and Portuguese-speaking world, under which Terra will acquire Lycos...

...Inc.

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15/3,K/20 (Item 17 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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07307496 Supplier Number: 61930075 (USE FORMAT 7 FOR FULLTEXT)

**BeVocal Partners With Nuance to Deliver Voice Portal Applications.**

PR Newswire, pNA

May 8, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 623

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

Pioneers in **Speech Recognition** Technology and Consumer **Voice** Services to Drive

Growth of Voice **Web**

SANTA CLARA, Calif., May 8 /PRNewswire/ --

BeVocal, Inc., a consumer V-services pioneer that aims to make the widest variety of voice-enabled **content**, commerce, communications and customer service applications accessible from any **phone**, announced today that it has entered into a strategic technology and marketing agreement with Nuance...

...voice interface software that makes the information and services of enterprises, telecommunications networks, and the **Internet** available via any **telephone**. BeVocal and Nuance will engage in joint development, marketing, and sales initiatives to enable the creation and delivery of voice-driven **Web content** and services via BeVocal's voice portal. According to The Kelsey Group, a leading voice...

...Member Yogen Dalal said, "BeVocal and Nuance are working together to build the emerging Voice **Web** -- a global network of speech applications, voice-enabled **Web** sites, and customer service centers accessible from any **phone**. On the technical side, this partnership combines Nuance's advanced **speech recognition** technology with BeVocal's patent-pending VocalBoost(TM) architecture and location-relevant applications. On the...

...Vice President of Marketing, added, "The emergence of voice portals provides evidence that the Voice **Web** is here today. BeVocal has been a leading player in the voice portal market, and has clearly staked out its position on the Voice **Web**. We are pleased to be working with BeVocal and look forward to future collaboration."

BeVocal...

...to reach these consumers benefit by having an extensible solution for voice-enabling their branded **content** or services."

About Nuance

Nuance develops, markets and supports a voice interface software platform that makes the information and services of enterprises, telecommunications networks and the **Internet** accessible from any **telephone**. Every day, millions of people interact with Nuance systems at blue chip companies like American...

...TSB, Sears and United Parcel Service. Nuance is also driving the creation of the Voice **Web** and delivering software for V-Commerce(TM) (voice-enabled e-commerce) services and applications. Nuance...

...a consumer V-services pioneer that aims to make the widest variety of voice-enabled **content**, commerce, communications and customer service applications accessible from any **phone**, simply by speaking. Millions of callers can dial BeVocal's nationwide toll-free number and...

...that allows third-party developers and companies to rapidly build and deploy their own consumer **voice portal** services. BeVocal's comprehensive hosting infrastructure facilitates voice-commerce transactions, service personalization, location-specific targeted **advertising**, secure voiceprint verification, and information delivery via voice, WAP, fax, email, and text paging. BeVocal...

15/3,K/21 (Item 18 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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07300163 Supplier Number: 61878178 (USE FORMAT 7 FOR FULLTEXT)

**BeVocal Announces Licensing Agreement With Lernout & Hauspie.**

PR Newswire, pNA

May 4, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 699

To Provide **Text -to- Speech** for Location and Travel Services  
SANTA CLARA, Calif., May 4 /PRNewswire/ --

BeVocal, Inc., a consumer V-services pioneer that aims to make the widest variety of voice-enabled **content**, commerce, communications and customer service applications accessible from any **phone**, announced today that it will license Lernout & Hauspie's (L&H) (Nasdaq: LHSP; Easdaq: LHSP) L&H RealSpeak(TM) **text -to- speech** technology to voice-enable applications for consumers. L&H RealSpeak(TM), L&H's award...

...text with a natural, human-sounding voice, providing consumers with dynamic, personalized information via mobile **phones**.

BeVocal will use its patent-pending VocalBoost(TM) Architecture and L&H RealSpeak(TM) to make a broad range of personalized **Web content** and services available from any **phone**. Millions of callers can dial BeVocal's nationwide, toll-free number and immediately access voice...

...Product Marketing for BeVocal, said, "L&H has proven expertise in providing speech technology to **wireless** carriers and automotive companies for location and travel-related consumer applications. We are pleased to form this agreement with L&H to deliver the highest quality, industry

standard in **text -to- speech** technology to BeVocal's callers nationwide."  
Gerald Calabrese, Senior Vice President of World-Wide Sales...

...an innovative company bringing must-have applications such as driving directions and travel information to **wireless phone** users. We are excited to work with BeVocal and to provide them with the industry...

...and language solutions for vertical markets, computers, automobiles, telecommunications, embedded products, consumer goods and the **Internet**. The company is making the speech user interface (SUI) the keystone of simple, convenient interaction...

...down language barriers. L&H's products and services originate in four basic areas: automatic **speech recognition** (ASR), **text -to- speech** (TTS), digital speech and music compression (SMC) and text-to-text (translation). For more information, please visit L&H on the World Wide **Web** at [www.lhs.com](http://www.lhs.com) or [www.lhsl.com](http://www.lhsl.com).

About BeVocal, Inc.

Based in Santa Clara...

...a consumer V-services pioneer that aims to make the widest variety of voice-enabled **content**, commerce, communications and customer service applications accessible from any **phone**, simply by speaking. Millions of callers can dial BeVocal's nationwide toll-free number and...

...that allows third-party developers and companies to rapidly build and deploy their own consumer **voice portal** services. BeVocal's comprehensive hosting infrastructure facilitates voice-commerce transactions, service personalization, location-specific targeted **advertising**, secure voiceprint verification, and information delivery via voice, WAP, fax, email, and text paging. BeVocal...

15/3,K/22 (Item 19 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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07284195 Supplier Number: 61802352 (USE FORMAT 7 FOR FULLTEXT)

**The Kelsey Group Predicts Wireless Media Will Link the Web to \$3.7**

**Trillion in Local Purchases.**

PR Newswire, p8718

April 11, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 392

**The Kelsey Group Predicts Wireless Media Will Link the Web to \$3.7**

**Trillion in Local Purchases.**

The Kelsey Group (Princeton, NJ) today published a road map for **wireless** shopping technology, highlighting the role of voice processing and **wireless** technology in converting **Internet** browsers to local store shoppers. Noting that local retail purchases (worth an estimated \$3.7...

...the \$50 billion spent online, this "Intelligent Shopping" White Paper explains how emerging forms of **wireless** advertising and enhanced services will affect "real world" local purchases.

Take, for example, directory assistance. "One out of every four **wireless** users' requests for business listings from directory assistance leads to an in-store purchase," states...

...Plakias. "Our trend analysis also shows that 18 million consumers will use some kind of **speech - recognition** -based ' **voice portal** ' by 2005," Plakias notes. As efforts increase to reach the expanding **wireless** audience, TKG expects **wireless advertising** revenues to reach \$17 billion in 2005. Local **advertisers** will account for \$6 billion of that total.

The development of location-specific and immediate-response **wireless** media will significantly affect traditional media. "The growth in **wireless** use, and the convenience and sophistication of **wireless** devices, means **wireless** 'call and response' will replace Yellow Pages lookups as lead generators for local stores," Plakias notes.

While currently there are "islands" of **wireless** technology confined to stores' retail floor space, trends show the emergence of " **wireless** malls" will provide a voice/data LAN/WAN infrastructure extending to the parking lot and...

...visit. These media will include text-based and graphical messages and will be found on **wireless** handsets, PDAs and in-store/near-store media such as kiosks and payphones, as well as **speech - recognition** services from **voice** portals.

"This is part of a larger story about real-time/everywhere media," notes Daniel...

...of advisory services. "Our advice is to take a wider look -- not only at the **Internet** , but at emerging technologies such as Short Message Service, smart cards and Bluetooth that support...

...leading provider of authoritative research and fact-based analysis focusing on local advertising, voice and **wireless** technology and electronic commerce. Company information is available at <http://www.kelseygroup.com>.

CONTACT: Sophie...

SIC CODES: 3661 ( **Telephone** and telegraph apparatus)

NAICS CODES: 33421 ( **Telephone** Apparatus Manufacturing)

15/3,K/23 (Item 20 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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07225260 Supplier Number: 61550985 (USE FORMAT 7 FOR FULLTEXT)

**Speech Portal Market Explodes; 18 Million Consumers Expected to Use Their Voices to Obtain Web Information From Any Phone .**

Business Wire, p1305

April 18, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 738

**Speech Portal Market Explodes; 18 Million Consumers Expected to Use Their Voices to Obtain Web Information From Any Phone .**

... the computing market today to provide a way of accessing data typically found on the **web** via any of the world's 1.7 billion **telephones** , **wireless** and land-line. Speech portals allow consumers to get free information, such as local weather and traffic, stock updates, restaurant reviews, business news and more, by dialing one **phone** number and requesting the information by speaking into any **phone** . Hot start-ups such as Audiopoint, Foodline.com, Quack.com and TellMe, as well as...

...through advertising on these speech portals.



The Kelsey Group, a leading e-commerce, voice and **web** technology analyst firm, expects that 18 million consumers will use some kind of **speech recognition** portal by 2005. With **Internet** -based e-commerce sales increasing every year, emerging companies are seeing the many benefits of extending their corporate information and e-commerce transactions to anyone with a **phone** . As efforts increase to reach the burgeoning **wireless** audience, The Kelsey Group believes that advertising revenues will reach \$17 billion in 2005, with...

...alone accounting for about \$6 billion.

SpeechWorks International, Inc. of Boston, a leading provider of **speech recognition** systems for **speech** portals, and a pioneer in the speech portal market, recently launched an interactive, permission-based...

...com and portal companies that want to extend their ad-supported business models to the **telephone** . Just as standards function in **Web** , TV or radio advertising, our design concept assures advertisers that they can create a SpeechSpot...

...it across a variety of different speech services, just as they would with a banner **ad** on the **web** ," explains Steve Chambers, vice president of worldwide marketing at SpeechWorks.

"We feel that the long-term implications of the **voice portal** industry are as limitless as the **Web** was a few years ago," said Nick Unger, president and CEO of Audiopoint. "Voice portal technology helps bridge the digital divide, not only for the **Web** user on the move, but also for people who don't have **Internet** access."

Using SpeechWorks' solutions, Quack.com launched its free, national speech portal last week and...

...exceptionally easy to use, yet powerful way for anyone to benefit from the timeliness of **Web** -based information," said Alex Quilici, Quack.com's CEO and co-founder. "The day-to...

...ve been receiving from users show that people love our concept of talking with the **Internet** ."

"Quack is a really quick, easy way to get information," said Doug Prouty of Framingham...

...the Quack service. "I can get movie listings, reviews, weather and other information off the **Internet** just by talking. That's pretty amazing. It's like having a personal information guru...

...it quick and easy to stay updated. With Audiopoint, there's magic in my cell **phone** ."

Sampling of deployed speech portals:

Audiopoint (Information and business portal) 1.888.38AUDIO (1.888...

15/3,K/24 (Item 21 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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07185776 Supplier Number: 61375885 (USE FORMAT 7 FOR FULLTEXT)

**Audiopoint and Speechworks Launch First Voice Portal in Greater Washington.**

PR Newswire, p2294

April 7, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 800

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

Simply Speak Into Any **Phone** and **Speech Recognition** System  
Provides **Web** -Based News and Information

GREATER WASHINGTON and BOSTON, Feb. 22 /PRNewswire/ --

Audiopoint, America's free interactive voice connection to the **Web** ,  
and SpeechWorks International, Inc., the leading provider of conversational  
**speech recognition** solutions for e-business, today announced the first  
voice portal in the Washington, D.C...

...area, one of the top mobile communities in the nation with more than two  
million **wireless phone** subscribers, is a perfect venue for the launch  
of Audiopoint. The service is expected to...

...to be a convenient way for Washingtonians to get information fast. The  
system incorporates powerful **speech recognition** software from  
SpeechWorks to give **phone** users free and instant access to a variety of  
**Internet** -based news and information. Audiopoint is available 24 hours a  
day, seven days a week, by dialing either 1-888.38. **AUDIO** (1.888.382.8346)  
from any **phone** , or # **AUDIO** on select **wireless** carriers offering free  
airtime.

Audiopoint has enlisted popular services like PCQuote/Hyperfeed  
(stock quotes), AccuWeather (weather reports), Screaming Media (sports  
scores) and SmartRoute (traffic updates) to provide users with **Internet**  
information anytime, anywhere, over any **telephone** . Callers speak their  
request into the **phone** , such as "Traffic Report," and Audiopoint provides  
the latest traffic conditions for the specific road...

...so we commute together," said Alexandria resident Aimee Weinstein. "Now  
I can use my cell **phone** to call one **phone** number to get the latest  
traffic conditions. Knowing the best route home in advance keeps...

...my day more relaxing." "We've been able to extend the searchable power  
of the **Web** to anyone -- even if you don't have an **Internet** browser. All  
you need is a **telephone** and your own voice," said Nick Unger, president  
and CEO, Audiopoint. "Together with SpeechWorks, we...

...a highly-scalable, robust, production-quality service in a very short  
period of time for **Web** users who are on the move."

"Audiopoint has taken a focused, first-mover approach to...

...time or Saturday night, speech portals such as Audiopoint will extend  
the power of the **Web** to consumers in a targeted, personalized way that  
can command high premiums from **advertisers** ."

Audiopoint plans to expand the **voice portal** menu to include movie  
listings, restaurants, airline schedules and customized information.  
Through the new myAudiopoint feature to be added in the second quarter of  
calendar year 2000, **Web** users will be able to pre-select and customize  
information through [www.myaudiopoint.com](http://www.myaudiopoint.com).

About...

...is a fast, free interactive service that combines the  
information-on-demand capabilities of the **Web** with advanced **speech  
recognition** technology and the convenience of the **telephone** . Audiopoint  
gives people on-the-go instant access to stock quotes, weather reports,  
sports scores...

...their callers and provide them with a level of service never before  
experienced over the **phone** . Complementing the self-service model of  
e-business, SpeechWorks(R) **speech recognition** solutions, including its  
revolutionary SpeechSite(TM), let consumers direct their calls, obtain

information and complete transactions automatically, simply by speaking naturally over any **phone** , anytime.

SpeechWorks customers include the world's most sophisticated customer service innovators such as Continental...

15/3,K/25 (Item 22 from file: 16)

DIALOG(R) File 16:Gale Group PROMT(R)

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07173487 Supplier Number: 61303285 (USE FORMAT 7 FOR FULLTEXT)

**Singapore Telecom Launches Voice Portal in Asia; Phone Service Powered by SpeechWorks; Singapore Telecom Mobile Customers Use Voice to Get Free Information Over Any Phone .(Brief Article)**

Cambridge Telecom Report, pNA

March 27, 2000

Language: English Record Type: Fulltext

Article Type: Brief Article

Document Type: Newsletter; Trade

Word Count: 539

(USE FORMAT 7 FOR FULLTEXT)

**Singapore Telecom Launches Voice Portal in Asia; Phone Service Powered by SpeechWorks; Singapore Telecom Mobile Customers Use Voice to Get Free Information Over Any Phone .(Brief Article)**

TEXT:

SpeechWorks International, Inc., the leading provider of conversational **speech recognition** solutions for e-business, Tuesday brought the power of speech to Singapore Telecom customers with...

...Mobile, InfoDial is a voice portal that allows customers to use spoken commands and receive **Internet** -based **content** from any Singapore Telecom mobile **phone** , at any time. It includes **speech recognition** technology from SpeechWorks that understands Asian English. Singapore Telecom is one of Asia's largest...

SpeechWorks leads the industry in providing **speech recognition** technology for **voice** portals, free services that are akin to **web** portals like Yahoo! but allow callers to navigate **content** and obtain news and other information from any of the world's 1.5 billion **telephones** , simply by speaking. With InfoDial, SingTel Mobile customers can call 9676.3333 in Singapore and...

...confirmation from major airlines including Singapore Airlines, British Airways, Qantas and United Airlines.

"As mobile **phones** become the device-of-choice for busy people around the world, voice portals are a natural extension of business-to-business and business-to-consumer **content** ," said Steve Adams, vice president, international, SpeechWorks. "Like our U.S. customers who have brought the power of speech and the **Internet** to their callers, Singapore Telecom is enabling their subscribers to remain connected at any time...

...leading the industry by providing a range of deployment options and revenue-generating opportunities for **voice portal** businesses. Just last week, SpeechWorks introduced SpeechSpots, a revolutionary **advertising** concept that will drive the deployment of **ad** -supported speech services for dot.com and portal companies. In January 2000, SpeechWorks supported BellSouth's launch of the largest **voice portal** in the United States. Known as Info By Voice, this service is designed for BellSouth...

...SpeechWorks technology and products power voice portals in the Washington DC area (Audiopoint, 888.38. **AUDIO** ) and in several vertical markets including restaurants (Foodline.com, +212.222.MENU).

Organizations worldwide rely...

...their callers and provide them with a level of service never before experienced over the **phone** . Complementing the self-service model of e-business, SpeechWorks **speech recognition** solutions, including the revolutionary SpeechSite, let consumers direct their calls, obtain information and complete transactions automatically, simply by speaking naturally over any **phone** , anytime.

SpeechWorks customers include the world's most sophisticated customer service innovators such as Continental...

SIC CODES: 4810 ( **Telephone** Communication); 7372 (Prepackaged software)

TRADE NAMES: SpeechWorks ( **Voice recognition** software)

15/3,K/26 (Item 23 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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07106350 Supplier Number: 60086155 (USE FORMAT 7 FOR FULLTEXT)

**SpeechWorks Introduces SpeechMedia Alliance to Drive Speech-Enabled Access to Dot.com and Portal Businesses.**

Business Wire, p0585

March 14, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 882

... Revenue-Generating SpeechSpot Ad Concept to Market-

SpeechWorks International, Inc., the leading provider of conversational **speech recognition** solutions for e-business, today announced the SpeechMedia(TM) Alliance. The Alliance includes over 20 companies that **recognize** the value of **speech** -enhanced services and are pursuing new concepts to maximize the revenue and profitability of those...

...edge advertising medium that allows dot.com and portal companies to extend their ad-supported **web** business models to the world of speech and **wireless** (see today's related release, SpeechWorks Introduces SpeechSpot--Delivering **Phone** -Based **Ads** for Dot.coms and Portals). The Alliance complements services SpeechWorks already offers to dot.com and **voice portal** companies for rapid deployment of speech services.

With the proliferation of new dot.com and portal companies, and their unprecedented spending on **advertising** to establish brand and attract new customers, the industry has never been more competitive. These...

...and getting more 'stick' to their sites. Many are looking to speech-enable their existing **content** to capture new audiences. With recent advances in **speech recognition** driven by SpeechWorks' leadership, and the explosion of **telephone** and specifically **wireless phone** usage, a new wave of opportunities exist for profit making through the sale of SpeechSpots...

...Interactive, ProMedia, Quack, Symphoni Interactive and Unisys.

"Price Interactive, the leading ASP dedicated to voice, **web** and **wireless** , views the SpeechSpot as a powerful opportunity for **web** -based, dot.com and portal businesses to deliver the same information available on the **web** through another medium be it the **phone** , **wireless** or PDA

(personal digital assistant)," said Ken Rokoff, vice president of marketing, Price Interactive. "We...

...business value and profit-making opportunities for dot.coms and portal companies considering speech.

"The **web** revolution has increased the demand for anytime, anywhere access to information, self-service transactions and personalized communications," explains Steve Chambers, vice president of worldwide marketing, SpeechWorks. "With the explosion in **wireless**, dot.com and portal companies see the potential of adding millions of earlobes to the eyeballs they're acquiring over the **web**. The SpeechMedia Alliance and the SpeechSpot let them expand their **web** business models to the **phone**. Our goal is to provide the dot.com and portal customer with all the necessary ...

...their callers and provide them with a level of service never before experienced over the **phone**. Complementing the self-service model of e-business, SpeechWorks(R) **speech recognition** solutions, including the revolutionary SpeechSiteTM, let consumers direct their calls, obtain information and complete transactions automatically, simply by speaking naturally over any **phone**, anytime.

SpeechWorks customers include the world's most sophisticated customer service innovators such as Continental...

15/3,K/27 (Item 1 from file: 9)  
DIALOG(R)File 9:Business & Industry(R)  
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2878439 Supplier Number: 02878439 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
Daum to expand to 'voice portal' service  
(Daum Communication Corp (S Korea) to offer voice mail service using software from Message Bay (US))  
Korea Economic Weekly, n 598, p N/A  
July 24, 2000  
DOCUMENT TYPE: Newsletter (South Korea)  
LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 96

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...13 that the firm plans to provide a voice mail service utilizing based on the **Internet** voice solution of Message Bay (www.MessageBay.com), a US company.

For the purpose of this voice portal service, Daum will apply Message Bay's **Internet** voice solution to its free-email service subsidiary hanmailnet and magnify the voice service to...  
...etc., by the second half of this year.

Daum also plans to operate a comprehensive **voice portal** service carrying voice banner **advertisements**, voice bulletin, voice consultation, voice aid, voice news, etc.  
...

...CONCEPT TERMS: **Internet** activity

15/3,K/28 (Item 2 from file: 9)

DIALOG(R)File 9:Business & Industry(R)  
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2875004 Supplier Number: 02875004 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**Voice technologies promote safety, open revenue channels**  
**(It is projected that the global voice portal services market will total 300 mil users by 2005)**

RCR Radio Communications Report, v 19, p 24

July 31, 2000

DOCUMENT TYPE: Journal ISSN: 0744-0618 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 1068

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...dialing while driving, while at the same time opening new revenue channels for advertisers and **wireless** carriers.

Voice technologies include portals, which can be reached through a toll-free number or by dialing a dedicated network-based access code, and **text** -to- **speech** and **speech** - **recognition** software, designed to allow a user to access the **Internet**, personal information such as schedules and driving directions, and to send and receive e-mail...

...that the global voice portal services market will reach 300 million users by 2005, giving **Wireless** Application Protocol-enabled **phones** some stiff competition in the mobile **Web** access arena.

"I have said that WAP is dead. I think we're going to look at voice as supporting about 80 percent of the **Web** -surfing capabilities in the future," said Clarence Friend, chief executive officer of AirTrac Inc., a developer of voice applications for the **wireless Internet**.

But Megan Gurley, analyst with The Yankee Group in Boston, thinks WAP won't fade away, it will just have to share the spotlight with voice technologies as mobile **phones** -especially those in Europe-get increasingly smaller and issues about safety continue to surface.

"I...

...to enter in the parameters of a search or dictate an e-mail with a **phone**. Ultimately what you'll find will be a multimodal combination ... of voice in, graphics out...

...their service," Gurley said. "Voice does have issues with background noise and echo."

WAP mogul **Phone**.com Inc. acquired @Mobile several months ago specifically to gain access to its voice-portal...

...hopping on the voice-portal wagon, offering its "Info by Voice" service to both its **wireless** and wireline customers in Atlanta.

**Speech** - **recognition** technology has been around since the 1980s in call centers, stock brokerage firms and other...

...was high and most of the information being exchanged was simple. Its introduction into the **wireless** space came about a year ago with the advent of third-generation technology and is...

...beginning to make some substantial headway, said Friend.

"We started because we were in the **phone** rental business and we wanted to get the minutes of usage up," Friend said.

According...

...Yankee Group, no voice technology provider has yet to fully integrate its services with a **wireless** carrier, but Friend hinted that he was less than three months away from launching with...

...said carriers are looking at charging an additional \$10-\$20 per month for voice-driven **content** and services, although it most likely will be part of a bundled plan, helping to soften the blow to a consumer market already fed up with their **phone** bills.

"What they (consumers) are tolerant of is being able to choose a voice portal...

...individual basis. Voice portal services will be judged by the consumer by how good the **content** is," said Kathy Frostad, director of telecom product marketing for Nuance Communications Inc., a voice interface software provider.

Another route is to provide the voice-driven **content** for free and support it with advertising. Frostad thinks that if the carrier can make...

...it has a good chance of being viewed as a benefit, rather than an annoyance.

" **Audio** advertising is a huge future opportunity. The carriers are really looking at it. It will...

...com and online portal businesses to add revenues by including five- to eight-second audible **ads** on their speech portals.

**Voice portals** Quack.com, Foodline.com and BellSouth's Info by Voice all launched service using SpeechWorks technology.

Common language

With so many different companies developing voice-driven **content**, establishing a common protocol, much like the **Internet**'s Hypertext Markup Language, became an industry priority.

The agreed-upon standard in the voice...

...Corp. spun off Lucent Technologies Inc., both companies pursued development of independent versions of a **phone** markup language.

Motorola Inc. eventually joined the game, but wanted to emphasize **speech recognition** rather than touch tones as an input mechanism. These efforts led to the release of...

...is basically a way to take any kind of data that is earmarked for the **Internet** and be able to provide that information over the **phone** through a speech interface," explained Nuance's Frostad.

Standardizing VoiceXML will simplify the creation of **Web**-based voice-response services, enable **phone** and voice access to integrated call center databases, **Web** sites and company intranets and enable new voice-capable devices, the forum said.

VoiceXML will include features such as touch-tone input, automatic **speech recognition** support, **audio** recording, recording play-back, call transfer and conferencing and **speech to-text** capabilities.

In March, the forum announced it completed Version 1.0 of the VoiceXML specification, and in May the World Wide **Web** Consortium agreed to adopt VoiceXML 1.0 as the basis for the development of a...

...of marketing for Motorola's Personal Networks Group, said VoxML, which is widely used among **content** developers today, will be in compliance with VoiceXML. She said VoxML incorporates more features, but...

PRODUCT NAMES: Cellular **telephone** services (481218)

15/3,K/29 (Item 3 from file: 9)

DIALOG(R)File 9:Business & Industry(R)

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2874868 Supplier Number: 02874868

**Web Surfing, at the Sound of Your Own Voice**

( Voice portals allow users to access Internet via telephone ; some \$12 bil will be generated by voice portal market through 2005 via ad revenues, e-commerce and associated hardware and phone -service-carrier costs)

New York Times , v CXLIX, n 51,469, p D1+

August 03, 2000

DOCUMENT TYPE: National Newspaper ISSN: 0362-4331 (United States)

LANGUAGE: English RECORD TYPE: Abstract

**Web Surfing, at the Sound of Your Own Voice**

( Voice portals allow users to access Internet via telephone ; some \$12 bil will be generated by voice portal market through 2005 via ad revenues, e-commerce and associated hardware and phone -service-carrier costs)

ABSTRACT:

Voice portals, including Quack.com, BeVocal and Tellme, are allowing users to access the **Internet** via **telephone** . Generally, voice portals are organized like basic **Internet** portals and most use **speech recognition** technology. The Tellme portal has a female voice that asks the user to choose a...

...According to the Kelsey Group (Princeton, NJ), some \$12 bil will be generated by the **voice portal** market through 2005 via **ad** revenues, e-commerce and associated hardware and **phone** -service-carrier costs. Among the doubters about voice becoming a dominant interface, John Dalton, analyst...

...CONCEPT TERMS: **Internet** activity

15/3,K/30 (Item 4 from file: 9)

DIALOG(R)File 9:Business & Industry(R)

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2870638 Supplier Number: 02870638

**Tellme to Launch Service Letting Any Phone Tap Into the Internet**

(Tellme Networks Inc to launch service allowing any telephone to tap into



the Internet )  
Wall Street Journal , v CCXXXVI, n 15, p B14  
July 24, 2000  
DOCUMENT TYPE: Business Newspaper ISSN: 0099-9660 (United States)  
LANGUAGE: English RECORD TYPE: Abstract

**Tellme to Launch Service Letting Any Phone Tap Into the Internet**  
**(Tellme Networks Inc to launch service allowing any telephone to tap into the Internet )**

**ABSTRACT:**

...new service to be launched by Tellme Networks Inc (Mountain View, CA) will allow any **telephone** to tap into the **Internet** . The start-up will offer some basic services that can be reached with a toll...

...For example, users can either be directly connected to a specific restaurant or make a **phone** call to get a list of restaurants in a specific city. The service uses **voice** -synthesis and **speech - recognition** technology. It is free of charge, but the firm will make money by hosting **Web** businesses and through **audio advertising** . Although similar services are offered by 30 **voice - portal** companies, each service has a different focus. Tellme processed 1.6 mil calls in its 3-month test period, with over 50% of those coming from nonmobile **phones** .

...CONCEPT TERMS: **Internet** activity

15/3,K/31 (Item 5 from file: 9)  
DIALOG(R)File 9:Business & Industry(R)  
(c) 2004 The Gale Group. All rts. reserv.

2869098 Supplier Number: 02869098

**VOICE PORTALS ACCESS WEB , NO COMPUTER NECESSARY**

**(Number of companies are launching voice portals that will let telephone users connect free to selected parts of Web with no personal computer or specially equipped cell phone needed)**

Chicago Tribune, p 4;5

June 26, 2000

DOCUMENT TYPE: Regional Newspaper ISSN: 1085-6706 (United States)  
LANGUAGE: English RECORD TYPE: Abstract

**VOICE PORTALS ACCESS WEB , NO COMPUTER NECESSARY**

**(Number of companies are launching voice portals that will let telephone users connect free to selected parts of Web with no personal computer or specially equipped cell phone needed)**

**ABSTRACT:**

A number of companies are launching voice portals that will let **telephone** users connect free to selected parts of the **Web** with no personal computer or specially equipped cell **phone** needed. These are not public services; all are designed to sell products, either through **advertising** or easy links to vendors. Observers say that **voice portals** will be a revolutionary development. They forecast generation of revenues worth \$5.4 billion in **advertising** and transaction in the next five years. The impending revolution in **audio** browsing has been made possible by major advances in **voice recognition** . It converts human **speech** into digital signals that computers can receive and is compatible with specially coded **Web content** . For **advertisers** , the services offer the possibility to tailor their messages to the individual. **Advertisers** will be able to

track their effectiveness in minute detail. The new **voice portals** allow instant **Web** access from pay **phone** from any place.

15/3,K/32 (Item 6 from file: 9)  
DIALOG(R)File 9:Business & Industry(R)  
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2822891 Supplier Number: 02822891 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**To Hear More Ads, Press One**  
**(Kelsey Group says voice portal services will produce \$5.4 bil in revenue from advertisements and transaction fees in 2005)**  
Industry Standard, v 3, n 19, p 104+  
May 22, 2000  
DOCUMENT TYPE: Journal ISSN: 1098-9196 (United States)  
LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 1197

(USE FORMAT 7 OR 9 FOR FULLTEXT)  
**(Kelsey Group says voice portal services will produce \$5.4 bil in revenue from advertisements and transaction fees in 2005)**

ABSTRACT:

**Voice portal** services provide consumers with free Web access via their phones as long as they are willing to listen to **advertisements** while the browser is downloading a piece of desired information. They provide people who do not have access to a computer with **Web**-based information, including weather reports, news, movie listings, stock quotes, sports scores, etc. **Speech recognition** technology is used to convert spoken words into text commands. At present there are about a dozen pilot **voice portal** services, and more are on the way. Research firm Kelsey Group (Princeton, NJ) predicted recently that **voice portal** services will generate \$5.4 bil in revenue from transaction fees and **ads** in 2005. The full text further discusses the emerging market for **voice portal** services. ...

TEXT:

**Voice portals** are an alluring new medium -- if **advertisers** can keep people on the line.

BY ANDREA HAMILTON

IMAGINE THIS: YOU'RE IN YOUR...

...decide which route to take to avoid a jam. If you could jump on the **Internet**, you could find the information in a flash. But most cars still lack **Web** access.

That's changing. Via a new breed of services called **voice portals**, you can access the **Web** by talking on your **phone**. The services are free, although they require callers to listen to **ads**; while the portal's browser is downloading the latest traffic information, you may hear a 15-second **ad**. Alternatively, the stock quote or movie review you've requested may be "brought to you by American Express."

**Voice portal** enthusiasts see the technology as the hottest **Internet** innovation since **Web**-based e-mail. Available through a toll-free number from an ordinary **phone**, these portals offer **Web**-based information to people without access to a computer. The voice portals offers services in ...

...categories: news, weather, sports scores, stock quotes, movie listings and so forth. The portals use **speech - recognition** technology to process spoken words into text commands, retrieve data from the Net and then...

...primary revenue source.

photo omitted

Steve Chambers, marketing VP for SpeechWorks International, a leader in **speech - recognition** technology, believes the concept could be a boon for the ad industry -- targeted, interactive messages delivered on the most ubiquitous device of all, the **telephone**. Based on **Web** browser technology, the ads on most of these services usually invite the caller to interact...

...be seen. The question is will people be willing to listen to ads over their **phones** in order to get a free stock quote or traffic report? "The compelling argument for the portals is ubiquitous ( **Internet** ) access, and that's about speed," says John Dalton, an analyst with Forrester Research. "You..."

...The Kelsey Group, a Princeton, N.J.-based research firm, recently estimated that in 2005 **voice - portal** services will generate \$5.4 billion in revenues from **ads** and transaction fees.

"You are looking at a market that needs to pay attention to..."

...offering stocks and weather. It's a different way to think for voice vs. visual **ads**."

For the **voice portals**, one obvious fact is that people hear information differently than they read it. These aural **ads** are neither traditional, passive-listener **audio** spots nor scanable visual displays. Another critical difference is that callers hungry for information are a captive audience, whereas **Web** surfers have the option to ignore the blinking banner **ads**.

"You can't do **ads** the same way (as clickthrough banners) when it's a forced listen," says Jeff Snyder, a senior analyst with Dataquest. "You are on the **phone**, and there is no way out. The 'piss-off' factor is going to be very..."

...free two-minute long-distance call to people willing to listen to a 15-second **ad**. As there's little hard data -- the first **voice portals** went live in February -- the chance of success using that approach is uncertain.

Consumer resistance...

...spawned new approaches. SpeechWorks is now offering a product intended to help its customers, the **voice portals**, avoid some potential pitfalls. Chambers describes SpeechSpots as a response to "banner backlash," and the need for a new **advertising** model suitable to the voice environment. From its research, SpeechWorks determined that a good aural... more convenient way to get offers," says Linn.

The technology that marries voice to the **Internet** poses many possibilities for advertisers, but there are serious land mines, as well. While everyone...

PRODUCT NAMES: Cellular **telephone** services (481218...

... **Telephone** communications, except radiotelephone (481300

15/3,K/33 (Item 7 from file: 9)

DIALOG(R)File 9:Business & Industry(R)

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2821341 Supplier Number: 02821341 (USE FORMAT 7 OR 9 FOR FULLTEXT)

OR 199-22 **Lycos, Quack.com Set Up Voice Portal**

(**Lycos teams up with Quack.com to launch voice-accessed Web portal using Quack's voice-to- Internet technology; will provide users with toll-free phone number they can use to hear their e-mail read to them and check stock prices or other content** )

Online Reporter, p N/A

May 29, 2000

DOCUMENT TYPE: Newsletter (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 171

(USE FORMAT 7 OR 9 FOR FULLTEXT)

(**Lycos teams up with Quack.com to launch voice-accessed Web portal using Quack's voice-to- Internet technology; will provide users with toll-free phone number they can use to hear their e-mail read to them and check stock prices or other content** )

TEXT:

Lycos is teaming up with Quack.com to launch a voice-accessed **web** portal using Quack's voice-to- **Internet** technology. The new voice portal will provide users with a toll-free **phone** number they can use to hear their e-mail read to them, check stock prices or any other **content** they usually access on the **web** . Users will also be able to set up a customized profile using the My Lycos platform to create personalized calendars, contact lists, news and other **content** . **Advertisers** and e-commerce companies will be able to take advantage of the new **voice portal** to deliver targeted messages directly related to the information the users are seeking. A Q3...

...December, already has sites in Singapore and Malaysia. Last week it announced a pan-regional **Wireless** Application Protocol (WAP) service that will let users with WAP-enabled **phones** access up to 80% of Lycos Asia's portal **content** .

...CONCEPT TERMS: **Internet** activity

15/3,K/34 (Item 8 from file: 9)

DIALOG(R)File 9:Business & Industry(R)

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2808286 Supplier Number: 02808286 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Wireless Mall Lures Advertisers**

(**With the use of wireless forecast to double in North America over next five years, some advocacy groups have come together to recommend industry-wide guidelines, confronting issues of privacy; revenues from wireless ads could reach \$17 bil by 2005, according to projections**)

Wireless Week, v 6, n 19, p 10

May 08, 2000

DOCUMENT TYPE: Journal ISSN: 1085-0473 (United States)  
LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 1014

(USE FORMAT 7 OR 9 FOR FULLTEXT)

**Wireless Mall Lures Advertisers**

(With the use of wireless forecast to double in North America over next five years, some advocacy groups have come together to recommend industry-wide guidelines, confronting issues of privacy; revenues from wireless ads could reach \$17 bil by 2005, according to projections)

**ABSTRACT:**

**Wireless** use is anticipated to double in North America over the next five years and with it is coming the " **wireless** mall." Proponents say this technology will be able to connect dot-coms as well as...

...comes to junk mail. Already, two groups are preparing task forces to examine the emerging **wireless** advertising segment, which includes the **Wireless** Advertising Industry Association and the **Internet** Advertising Bureau. Advocacy groups would like to recommend industry-wide guidelines to ensure consumer privacy...

...million handsets will be in use in the US. This will form a significant potential **wireless** market. Additionally, by the year 2005, revenues from **wireless** advertising could rise to \$17 bil, when approximately 192 million mobile **phones** come into use in North America. There are already companies, such as Quack.com, that lets callers access **Internet** data over the **phone**, **Internet** concerns such as MapQuest that supply maps and driving instructions to **Web** user and the **wireless Internet** services, like Sprint's Go2 Systems, that aids mobile customers in connecting to local businesses. Reportedly, no one predicted the rise of **Web**-based advertising, which is already yields \$50 bil per year in online sales. At present, these **wireless** ads consist of short **text** messages and **speech** spots. However, as technology improves, they will become more sophisticated. The article provides additional information on **Web** advertising and those groups mobilizing to protect consumer privacy.

...

**TEXT:**

Got **wireless** ?

With **wireless** use expected to double across North America over the next five years, the push is...

...near you.

Parents at a soccer game could soon see short text ads on their **phones**, pagers or personal digital assistants or hear a digital voice pitching sporting equipment while they use WAP-enabled **phones** to shop online in the stands.

Enter the " **wireless** mall." Advocates say shoppers increasingly will connect to dot-coms as well as the brick...

...to comparison shop and make on-the-spot purchases.

Critics, however, say ads targeting the **wireless** world could become as annoying and as intrusive as telemarketing schemes.

"It's the same...

...says Jason Catlett, president of Junkbusters, a Green Brook, N.J.-based advocacy group whose **Web** site tells consumers how to toss spam and junk mail.

With such scrutiny likely to...

...and address consumer privacy issues.

Two groups are assembling task forces to study the emerging **wireless** advertising segment, including the **Wireless** Advertising Industry Association and the **Internet** Advertising Bureau.

"The potential for this kind of advertising is huge," says Tim DePriest, a ...

...industries that have heretofore been cut out of mass marketing."

IAB Chairman Rich LeFurgy calls **wireless** advertising "the next plateau for our industry" and advises that manufacturers, service providers, **Web** portals and ad agencies work together to ensure consumer confidence. For advertisers, the potential to...

...in use in the United States by the end of 2000, creating a large potential **wireless** market.

Revenues from **wireless** advertising could reach \$17 billion by 2005, when some 192 million mobile **phones** come into use in North America alone, says the Kelsey Group, a market research firm that tracks advertising trends.

Kelsey predicts the "eyeballs-to-feet" traffic created by **wireless** could generate \$6 billion in local retail sales the same year.

With technology such as...

...become specific to a user's location, giving local retailers an edge over dot-coms.

"**Phone** -based commerce can be a mechanism for delivering real-time messages for local service providers..."

...analyst Daniel Miller.

Already, voice portals such as Quack.com, which allows callers to access **Internet** data over the **phone**; **Internet** firms such as MapQuest, which provides maps and driving instructions to **Web** users; and **wireless Internet** services, such as Sprint's Go2 Systems, are helping mobile consumers connect to local businesses.

Geoworks Corp., a leading provider of **wireless** e-commerce and information services for the consumer market, offers a mobile portal, Mobile Attitude ...

...process from cars and sidewalks to local stores gives consumers "continuous connectivity," advocates say.

With **wireless phone** use expected to outpace PC use in the next five years, reaching out to mobile buyers will become a bigger issue for **Web** -based companies as well as local and national retailers.

Miller says no one predicted the advent of **Web** -based **advertising**, which reportedly has helped spawn \$50 billion a year in online sales.

Analysts say wireless **advertisers** have much to learn from Internet **advertising** , but add that **Web** site models, such as click-through **ads** , will be difficult to transfer to the limited screen space of **wireless** devices.

Instead, **voice portals** will use "speak through" applications, allowing consumers to hear "speech spots" and choose more options if they desire.

**Wireless ads** currently consist of short **text** messages and **speech** spots. But they'll become more sophisticated as technology improves. In fact, the finer details of **wireless** marketing still are being hammered out.

DePriest says the WAIA hopes to have more than 200 **wireless** companies involved in setting guidelines before summer, including OmniSky, Motorola and PCS Innovations. The group...

...Dee Cravens, executive vice president of online ad agency AdForce, says the consumer benefits of **wireless** advertising are manifold.

Instead of being force-fed commercials, consumers will actually be able to ...

...you have to do it on my terms," Craven says.

He adds, "You put a **phone** in someone's hand and all of a sudden this becomes a really connected culture...

...sticking point, though.

"There's nothing more personal, in terms of a device, as a **wireless phone** . If ads are not handled appropriately, you risk alienating your subscriber base," DePriest concedes.

"If they are unsolicited **audio** and text messages, I know I won't react favorably."

Junkbusters' Catlett says **wireless** users should worry about interruption of private time and consumer profiles marketers are sure to compile.

" **Wireless** advertising is particularly potent on both accounts," he says.

Still, the advent of **wireless** advertising has been long in coming for some.

Steve Chambers, vice president of worldwide marketing the **phone** , quickly assessed the features consumers didn't like after initial testing, Chambers says.

For instance...

...be inserted when consumers are waiting for key information.

"All everyone has been saying is, ' **Web** , **Web** , **Web** ' over the past five years or so," Chambers says. "All of sudden, some **Web** companies don't get it. It's **wireless** . It's handheld. It's all channels. It's multiple-model marketing."

And it's...

...CONCEPT TERMS: **Internet** activity

15/3,K/35 (Item 9 from file: 9)  
DIALOG(R) File 9:Business & Industry(R)  
(c) 2004 The Gale Group. All rts. reserv.

2807745 Supplier Number: 02807745 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**Voice Portals Retrieve Movie Times, Directions via Internet**  
(It will soon be possible to call up the Internet and ask questions  
verbally, and get answers verbally)  
Dallas Morning News , p N/A  
May 18, 2000  
DOCUMENT TYPE: Regional Newspaper (United States)  
LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 1152

(USE FORMAT 7 OR 9 FOR FULLTEXT)  
**Voice Portals Retrieve Movie Times, Directions via Internet**  
(It will soon be possible to call up the Internet and ask questions  
verbally, and get answers verbally)

ABSTRACT:

The **Internet** is ready to talk to anyone who can make a **phone** call. Dozens of companies are launching so-called voice portals that will let **telephone** users connect free of charge to selected parts of the **Web** with no personal computer or specially equipped cell **phone** needed. Simply dial a toll-free number, state your question and the **Internet** speaks back, providing real-time info on such topics as weather, traffic conditions, local movie...

...These are not public services, of course. All are designed to sell products, either through **advertising** or quick, easy links to vendors. Nonetheless, **Web** watchers project that **voice portals** will be a revolutionary development. "I think it's going to be huge," says Megan...

...transaction fees in the next five years. The companies themselves say they are bringing potential **Internet** access to millions, perhaps billions of people who don't like computers or don't...

...president of Quack.com, which debuted nationwide service in early April. The coming explosion in " **audio** browsing" has been made possible by major advances in **voice recognition**. That technology converts human speech into digital signals that computers can receive and is compatible with specially coded **Web content**. Thus Alexander Graham Bell's 1875 invention makes its link to 21st-century commercial technology. "The **telephone** now has a new purpose," says Ken Guy, co-founder of TelSurf Networks of Westlake...

TEXT:

May 18--MOUNTAIN VIEW, Calif.--The **Internet** is ready to talk to anyone who can make a **phone** call.

Dozens of companies are launching so-called voice portals that will let **telephone** users connect free of charge to selected parts of the **Web** with no personal computer or specially equipped cell **phone** needed.

Simply dial a toll-free number, state your question and the **Internet** speaks back, providing real-time info on such topics as weather, traffic conditions, local movie...



...These are not public services, of course. All are designed to sell products, either through **advertising** or quick, easy links to vendors.

Nonetheless, **Web** watchers project that **voice portals** will be a revolutionary development.

"I think it's going to be huge," says Megan...

...transaction fees in the next five years.

The companies themselves say they are bringing potential **Internet** access to millions, perhaps billions of people who don't like computers or don't ...

...president of Quack.com, which debuted nationwide service in early April.

The coming explosion in "**audio** browsing" has been made possible by major advances in **voice recognition**. That technology converts human speech into digital signals that computers can receive and is compatible with specially coded **Web content**. Thus Alexander Graham Bell's 1875 invention makes its link to 21st-century commercial technology.

"The **telephone** now has a new purpose," says Ken Guy, co-founder of TelSurf Networks of Westlake...

...sponsors that they will know "every ad heard by each member and their responses."

Limited **Internet** contact and e-mail retrieval via cell **phones** has become fairly common, but that requires inputting keystrokes on the device, and the **content** is displayed on the **phone**'s dim, tiny screen. The new voice portals allow instant **Web** access from the pay **phone** at the corner gas station.

Callers respond to oral prompts with short answers such as...

...and "Dallas" or "stocks" and "Microsoft." Within moments, the computer draws the data from selected **Web** pages and translates it into spoken word. It's the same technology that some airlines now use for their flight information **phone** lines, but with a far wider browsing range.

"It's the culture today," says Mr...

...the 'I want what I want and I want it right away' culture."

As with **Internet** surfing from a computer, the **phone** experience can be imperfect. In the early going, bugs abound.

During a demonstration at Tellme...

...out of the prestigious Phillips Academy in Andover, Mass., for hacking into the school's **phone** system to make free calls. He is additionally famous for spending nights in a bunk bed adjacent to his desk. "He sleeps with a pager and cell **phone** next to his head," says Tellme spokeswoman Marci Gottlieb.

Mr. Davis was not in evidence...

...will not rely on computer-generated voices. Real people -- Tellme

employees -- pull information from the **Web** and record the information to be relayed to callers. For the food listings alone, Ms...

...to use some voice portals anonymously. But the services hope callers will establish accounts with "**phone** wallets" -- credit card numbers on file. Those would enable the caller to dial the portals their callers. Some will be identified by **phone** number and some by personal identification codes. TelSurf plans to keep voice prints on file...

...as well as your preference in pizzerias and toppings. The result: "You pick up the **phone** and you say, 'Pizza,'" Mr. McCue says. "Twenty minutes later, you open your door and..."

...concept a couple of steps further.

"You'll be driving in your car, and your **phone** will message you in some way," he says. "You'll answer, and it'll say..."

PRODUCT NAMES: **Speech recognition** equipment (357759...

...CONCEPT TERMS: **Internet** activity

15/3,K/36 (Item 10 from file: 9)

DIALOG(R)File 9:Business & Industry(R)

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2804307 Supplier Number: 02804307 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Beyond "Wreck A Nice Beach"**

**(TellMe Networks is among the companies working on developing "voice portals," which marry the telephone and Internet browsing; launched pilot service last week)**

The Industry Standard, v 3, n 16, p 119+

May 01, 2000

DOCUMENT TYPE: Journal ISSN: 1098-9196 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 1191

(USE FORMAT 7 OR 9 FOR FULLTEXT)

**(TellMe Networks is among the companies working on developing "voice portals," which marry the telephone and Internet browsing; launched pilot service last week)**

#### ABSTRACT:

TellMe Networks is among the companies working on developing "voice portals," which marry the **telephone** and **Internet** browsing. The company's pilot service was introduced last week. With a standard **telephone** and a toll-free number, users of the service can get stock quotes, news, and traffic and restaurant information, among other data. TellMe gets the data from the **Internet** or its own databases, after which it reads it back to the caller. A short advertising message is included in the read-back. Another new **phone**-browsing player, BeVocal, intends to provide localized services, such as local movie listings and driving directions, nationwide. ShopTalk's service targets "busy moms," allowing them to shop the **Web** via **telephone** after listening to targeted ads for special offers on services and products. The full text...

#### TEXT:

New voice portals trumpet the arrival of **Internet** -via- **phones** . But are they ready for prime time?

BY ANDREA HAMILTON

photo omitted

ENGINEERS HAVE BEEN WORKING ON **speech - recognition** software for three decades, so once the **Internet** arrived it was only a matter of time before someone devised a way to navigate the **Web** by talking instead of clicking.

That moment has arrived. Last week TellMe Networks launched its pilot service, joining an expanding lineup of "voice portals" that aim to marry **Internet** browsing and the **telephone**. Using a conventional **phone** over a toll-free line, TellMe users can ask for information ranging from stock quotes to news, weather, traffic reports and restaurant information. TellMe retrieves the data from the **Internet** or its own databases and reads it back to the caller, accompanied by a short advertising spiel.

The idea, says TellMe CEO Mike McCue, is to make the **Internet** accessible to everyone whether or not they have access to a computer. There are 1.5 billion people with **telephones**, McCue says, and "anybody can call an 800 number and get access to all these things for free." Revenues will come from **ads** and sponsorship deals, as well as e-commerce fees; TellMe will also offer **voice - portal** hosting for other companies.

TellMe has already gotten rave reviews from critics like Wall Street Journal columnist Walter Mossberg. But questions linger: Is **speech - recognition** technology ready for prime time? And are consumers eager to surf over the **telephone**?

With founders from the Netscape and Microsoft browser teams plus \$53 million in backing from...

...to TellMe, except that it doesn't have any exclusive agreements, relying solely on the **Internet** for **content**. But TelSurf takes voice browsing a step further, giving callers limited access to live **Web** pages. TelSurf can access a caller's personalized Yahoo **Web** page, for instance, and check his e-mail.

The list of new **phone**-browsing entrants grows almost daily. BeVocal cofounder Amol Joshi says "location, location, location" is the...  
...not always free to sit down at a computer. Using ShopTalk they can shop the **Web** via **telephone** after listening to targeted ads for special offers on products and services. Since launching under...

...will users of ad-based information services put up with the commercials? After all, an **audio** ad can't be ignored like a banner ad. TelSurf CEO Ken Guy plans to...

...people won't put up with it."

Voice browsing faces a more fundamental obstacle: The **Internet** is primarily a visual medium. "You can't just transfer an existing **Web** page into voice," says Snyder. "People hear information differently from what they read. The information..."

...problem, TellMe has created its own database of voice-ready applications that use pre-existing **audio** snippets. Ask how the Yankees fared last night, for instance, and a sports announcer may...

...the Bronx Bombers "humiliated" Seattle, 10-2. "We've spent a lot of time on **audio** production," says McCue. "We've got the best user-interface voice people in the world."

The potential for voice **Internet** applications, driven by the growth in mobile telephony, is huge. A recent Kelsey Group report...

...Net wherever they are" points out Inktomi cofounder Eric Brewer, who has been working on **wireless Internet** applications since 1996. "It's not exactly a hard sell."

photo omitted

" **Speech - recognition** technology has finally come of age" adds IDC senior analyst Dana Thorat.

The earliest **speech - recognition** engines used "discrete **speech** " spoken very slowly, one word at a time. The first products based on **speech recognition** , by Dragon Systems, IBM and Lernout & Hauspie, were designed for dictation; they were awkward to use, limited in their vocabulary and inaccurate. (Microsoft's **speech - recognition** project was laughingly referred to as "Wreck a nice beach" -- which is what the machine came up with when it heard "**recognize speech** .") Wildfire Communications' electronic personal assistant service, introduced in 1994, was one of the first consumer...  
...up to 100,000 daily calls.

Engines from Nuance and SpeechWorks International now dominate the **speech - recognition** market, powering most of the new voice portals and other voice-service providers.

McCue claims retry doesn't work, the caller can use the **phone** 's keypad. Different services require varying levels of sophistication. A request for sports scores, for...

...major league baseball teams.

The second piece of the equation in pairing voice with the **Internet** -- the voice browser, which lets the caller to navigate by voice from one service to...

...Lucent and Motorola jointly released VoiceXML, a standardized markup language for adding voice capability to **Web** pages. The browsers devised by Nuance and SpeechWorks interpret VXML and then provide the interface...

...go back to the main menu to seek hotel reservations. But all the improvement in **speech - recognition** technology can't overcome the trickiest factor: human behavior. And context is key. Witness the experience of Foodline.com, a **phone** -based restaurant referral service. It asks callers what kind of cuisine they want, suggesting, for...

PRODUCT NAMES: **Telephone** sets (366143...

15/3,K/37 (Item 11 from file: 9)  
DIALOG(R)File 9:Business & Industry(R)  
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2777751 Supplier Number: 02777751 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**Slick Voice Ads May Rival 'Net Banners**  
(According to forecasts, 45 million wireless customers will use voice portals and half will use handsets as electronic Yellow Pages and e-wallets; voice e-commerce, has been projected to generate \$5 bil in revenue in 2005)

Wireless Week, p 24  
March 20, 2000  
DOCUMENT TYPE: Journal ISSN: 1085-0473 (United States)  
LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 477

(USE FORMAT 7 OR 9 FOR FULLTEXT)  
(According to forecasts, 45 million wireless customers will use voice  
portals and half will use handsets as electronic Yellow Pages and...  
)

TEXT:  
By Brad Smith

There's more talking going on in **Internet** access, but is anyone  
listening?

Interest has been building about the use of the voice to access **wireless  
Internet content**, but other than driving minutes of use there has been a  
question of how to make money with it.

The answer is especially important for **Web** portals accessed by voice,  
because a big source of revenue for portals is banner **advertising** that  
can't readily be converted to sound bites someone would want to hear on  
their **wireless** handset.

Analysts expect **voice portals** to become increasingly important in the  
next few years as **wireless phones** are used to pull information off the  
**Internet**. The Kelsey Group forecasts that 45 million **wireless** users will  
employ voice portals and half of those will be regular shoppers using their  
...  
...sites but also "eardrums." The question, he says, is how to monetize the  
eardrums.

A **speech recognition** company called SpeechWorks Inc. has devised what  
it hopes will become a de facto standard in **Web advertising for voice  
portals**. It's called the "SpeechSpot," which measures and therefore  
"monetizes" voice **advertising** on these sites.

Like time measurements for TV and radio **ads**, SpeechSpot provides a way of  
doing the bookkeeping in voice ads. One analyst, Nancy Jamison...

...because advertisers gain the consumer's permission to play the ads. For  
instance, a traveling **wireless** subscriber might use his or her handset to  
find nearby restaurants. SpeechSpot might advertise a...

...it." They also can ask to hear more.

"It's a slick way of getting **advertising** in a **voice portal**," Jameson  
says. "Speech is coming into its own with this focus on the **Internet**."

Types of SpeechSpots

- \* Billboard: Fixed placement, no interactivity.
- \* SpeakThrough: Callers can say "Skip it" or...

PRODUCT NAMES: Cellular **phones** (366308...

15/3,K/38 (Item 1 from file: 13)

DIALOG(R)File 13:BAMP  
(c) 2004 The Gale Group. All rts. reserv.

1173387 Supplier Number: 02526569 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**Voice Portals: Building A Network You Can Talk To**  
( **Voice portals** offer access to **Web** information, plus voice-commerce transactions, service personalization and location-specific targeted **advertising** ; user interface should be easy for casual user; customization of technology is also important)  
Article Author(s): Turner, Brough  
Communications Solutions, v 5, n 7, p 60-62  
July 2000  
DOCUMENT TYPE: Journal ISSN: 1093-8176 (United States)  
LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 1627

(USE FORMAT 7 OR 9 FOR FULLTEXT)

( **Voice portals** offer access to **Web** information, plus voice-commerce transactions, service personalization and location-specific targeted **advertising** ; user interface should be easy for casual user; customization of technology is also important)

TEXT:

...Venture capitalists, for one. Voice portals are toll-free numbers that provide voice access to **Internet** information. Yes, superficially this sounds like IVR warmed over, but it's a lot more...

...service providers. Voice portals give an early view of the ultimate user interface for the **telephone** network. Unlike earlier touch-tone-based IVR technology, voice portals utilize the latest speech processing technologies, both automatic **speech recognition** (ASR) and **text -to-speech** (TTS), to provide a more natural user interface. It's still not a human conversation. On the other hand, voice portals give access to **Internet** information when you're without a computer or an **Internet** connection, so a little awkwardness is acceptable. In fact, if you are mobile, and need...

...even though it required them to speak carefully and distinctly.

With advances in computer technology, **speech recognition** has come a long way. Today's systems can be speaker-independent. And vocabularies of ...

...telecom began four years ago. Leveraging advances in speech technology, companies such as Wildfire and **Webley** introduced over-the- **telephone** automated personal assistants that act as a front end to unified messaging services and provide a personal **phone** book/auto-dialer, personal calendar, etc. Even though these services are convenient for some users...

...step in voice user interface development has emerged in recent months: voice portals that provide **telephone** access to **Internet** data. Companies such as Tellme, BeVocal, Quack.com, and Audiopoint are providing access to **Web** information -- stock quotes, sports results, weather, directions, nearby restaurants, flight information -- without the benefit of...

...traditional browser. Typically, access is via an 800 number and spoken commands.

Besides access to **Web** information, typical portals offer voice-commerce transactions, service personalization, location-specific targeted

advertising, secure voiceprint...

...it, and then continue to improve it day-by-day, week-by-week. The best **speech recognition** and **text-to-speech** technology and the fastest response and highest availability will help. But these are just contributors to usability.

#### TECHNOLOGY

System availability will need to mimic that of the current **telephone** system, i.e., it always works. Service platforms will need to scale with T1, T3...

...to join together with streaming media converters to allow callers to listen to live sports, **Internet** radio stations, or pre-recorded **Internet content**.

All of this technology is available ...end, connected by redundant Ethernet networks to a conventional distributed computer system that hosts the **speech recognizers**, data-bases, and **Internet** access engine.

Customization will be critical to allow repeat users to streamline their use of the system. Access to customization can be over the **telephone**, via WAP, or more easily, through a normal **Web** interface from a large-screen home or office PC.

#### THE ROLE OF ADVERTISING

As with...

...a delicate balance between pleasant service and revenue generation is critical. An example is free **phone** calls to listed **advertisers**. If the user identifies a restaurant of interest, the **voice portal** will directly connect him/her to the restaurant by placing an outgoing call and bridging...

...take off rapidly? There are several reasons. The speech technologies have gotten better over time. **Internet** adoption has been phenomenal. And mobile **telephone** use has soared.

#### THE EVOLUTION OF VOICE PORTALS

With widespread **Internet** adoption and the more recent emergence of always-on broadband connections, people are beginning to rely on easy access to **Web** information. Separately, a large segment of the population has become accustomed to keeping in constant contact via mobile **phones**, pagers, and other forms of **wireless** communication. Taken together, these phenomena have prompted the development of WAP. But WAP-enabled handsets are limited by their small screens and relatively narrow bandwidth connections. Third generation (3G) **wireless** promises to improve band-width, but it will take years to become widely deployed.

The...

...combined with speech and other sound is much more compelling than either alone. Studies have **documented** drops in input error rate of as much as 50 percent when using multimodal input...

...portal and WAP technologies will improve service for mobile users. Multimedia is coming to your **phone** -- even if it only has a 9.6 Kbps link and a tiny display.

To...

...indexing the topics for later retrieval. As this level of speech understanding is combined with **speech recognition**, **recognition** performance will continue to improve and dialogs will further simplify. We are a long way...

...but we're not too far away from an entirely new user interface for our **telephone** system.

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...service department at 800-243-6002 (toll free) or 203-852-6800, or visit our **Web** site at comsolmag.com. Contact the associate group publisher, Marc Robins, or the editorial director...

...CONCEPT TERMS: **Internet** ;

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**Keyboard becoming passe interface - Voice recognition targets appliances**

Linley Gwennap  
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**Keyboard becoming passe interface - Voice recognition targets appliances**

... transition to voice is the relentless increase in computing power available even in inexpensive devices. **Voice recognition** no longer requires a high-end PC with gobs of memory and a hard drive...

...ideal candidates for voice interfaces. Even where a keyboard fits physically, such as in a **WebTV**, voice can provide a simpler interface for users who don't want to deal with the complexities associated with PCs for services like **Internet** access.

Current **voice - recognition** systems excel at command and control. In these applications, the device accepts a limited number...

...only a few words to distinguish, recognition can be very accurate, even in noisy environments.

**Voice recognition** has improved significantly during the past few years, due to a growing research effort as...

...fact, many systems are now speaker independent and require no training





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